



Part Time Party Coordinator & Host
1 Year Fixed Term
Sat 9:30 – 17:00 (Flexible)

Exmouth Leisure Centre
Ref: LEDps011

LED Leisure Management Ltd
Unit 16A
Woodbury Business Park
Woodbury
Exeter
Devon
EX5 1AY

Tel: 01395 562500



INFORMATION LETTER

LED Leisure Management Ltd (trading name LED) was established on 1st January 2006 as an exempt charity whose registered office is: Unit 16, Woodbury Business Park, Woodbury EX5 1AY. LED is a community benefit society registered under the Cooperative and Community Benefit Society Act 2014 under registration number 30029R and with HMRC charity registration number EW03089.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd (Company reference number 06717770), and was established in March 2015 to undertake trading on a commercial footing raising funds for the parent charity.

The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

LED provides a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED plans to further develop the scope and range of its services.

LED currently leases the following facilities from East Devon District Council:

- Axminster Leisure Centre
- Broadclyst Leisure Centre
- Coburg Fields
- Colyton Leisure Centre
- Exmouth Leisure Centre
- Exmouth Pavilion
- Exmouth Tennis & Fitness Centre
- Honiton Leisure Centre
- Ottery St Mary Leisure Centre
- Phear Park
- Seafeld Gardens
- Sidmouth Leisure Centre
- Sidmouth Swimming Pool

And from South Somerset District Council:

- Goldenstones Leisure Centre
- Wincanton Sports Centre
- Westlands Sport & Fitness Centre

Other Facilities:

- Ocean, Exmouth
- Seaton Fitness Centre
- Buckler's Mead Leisure Centre

Organisation

LED is managed by paid employees and voluntary Trustees.

Board	Voluntary Company Trustees drawn from the community, including two staff nominees and two representatives from East Devon District Council
Executive	Chief Executive, Head of Finance, Head of Business Development & Marketing, Head of Customer Services
Operations	Area Managers, Management Teams, Community Development Team

‘LED actively encourages job applications from all members of the community. We are committed to equal opportunities in employment and service delivery. We are only interested in your ability to do the job’.

Procedures have been established to monitor the implementation of equality measures and data provided by applicants (on the tear-off sheet of the Application Form) will be retained, on computer or other records, by Human Resources. The data will be used for the specific purpose for which it is collected. It is not referred to or used during any part of the selection process.

Applications

Any false statement as to qualification or made in connection with an appointment will disqualify the applicant from appointment and, in any instance where employment has commenced before the disqualification is known, services will be terminated.

General Advice to all Applicants

If you are appointed to the post and you are in receipt of Benefits from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed. Failure to do so could result in an overpayment of Benefit resulting in recovery action being taken and/or prosecution under the Social Security Administration (Fraud) Act 1997.

Employment of Ex-Offenders

Appointment to this post is subject to "Disclosure" - see attached Policy Statement.

Qualifications / Examination Certificates

Candidates called for interview should bring originals of all certificates to their interview.

Probationary Period

You will be on a six month probationary period during time which you will be expected to establish your suitability for this post.

Pension

Following a deferral period of three months, you may be automatically enrolled into the Company Pension Scheme with NOW Pensions depending on your level of earnings and age. However you will have the opportunity to ‘opt out’. Details of the scheme will be provided on appointment.

References

Appointment to this post will be subject to references being taken up. You will be required to supply the names and addresses of two people who are able to provide references relating to your experience and suitability for this post. One must be your present employer or most recent employer.

Completed Application Forms should be returned to H.R. Department, LED Leisure Management Ltd, Unit 16, Woodbury Business Park, Woodbury, Exeter EX5 1AY. On-line applications may be forwarded via the website. The closing date for this post is the **16th April 2018** and acknowledgement of receipt will be sent to those applicants enclosing a stamped addressed envelope. Please Note: Curriculum Vitae may be enclosed but only in addition to an Application Form.

We would also advise that the Application Forms of unsuccessful applicants are retained for 6 months and that those of successful candidates are retained throughout the period of employment and for a reasonable time thereafter.

JOB DESCRIPTION

Post title	Part Time Fixed Term Party Coordinator & Host
Service	LED Leisure Management Ltd
Team	Exmouth Leisure Centre
Location:	Exmouth Leisure Centre
Grade	LED 4 SCP 12-15
Responsible to:	Exmouth Leisure Centre Duty Manager
Indirectly responsible to:	Exmouth Leisure Manager
Responsible for:	Party assistants

Job purpose

To effectively deliver and manage Exmouth Leisure Centres birthday party products at Exmouth Leisure Centre, taking responsibility for consistently delivering an excellent party experience for LED's customers and meeting agreed KPI's and targets.

Key activities

Host

Host fun and enjoyable birthday parties for LED customers, interacting fully with the children and ensuring an effective service is delivered at all stages from booking through to leaving the party and returning at a later date.

Programming & Booking

Ensuring that a range of opportunities are provided for customers to book birthday parties meeting demand and including pool, climbing and 'dry-side' parties. Work with the centre team to enable efficient booking of parties in person, by telephone and online.

Customer feedback, bookings times and availability should be reviewed (using tools such as customer surveys, comments, NPS, and E-Focus) at least quarterly, with the offering amended as required.

Monitor competitors and work with the nominated Duty manager and Leisure Manager to create business plans and growth strategies.

Facilities and equipment

Work with site teams to ensure high standards of cleanliness and presentation are maintained in areas where parties are delivered. Ensure suitable equipment is provided and maintained to a good standard and raised with management when replacement is required.

Team

Ensure that the party programme is delivered by a team of appropriately trained, qualified and motivated instructors. Arrange and lead on team meetings and training sessions

Monitor standards of delivery through mentoring, auditing and peer reviews. Mentor and monitor all party assistants to ensure they are providing safe, fun and enjoyable parties and that professional standards are maintained at all times.

KPI's

Responsible for administrating, monitoring and achieving the following KPI's

- Number of bookings
- Income
- Customer satisfaction (Surveys, NPS, E-Focus)
- Gross profit

KPI's should be reviewed at least quarterly with the nominated Duty Manager or Leisure Manager with reports produced as required.

Marketing

Take a lead on promoting the party products, ensure the website is up to date and leaflets/posters are available onsite and across the Exmouth area.

Develop customer databases and referral programmes to encourage repeat bookings, following up at least annually with all bookees (where possible)

Support the site lead for social media KPI's, maintaining a high profile of party.

Work with facility teams and instructors to deliver one-off and on-going promotions or special events. Undertake outreach work

Seek to develop the package and add value e.g. by adding party bags and a food offering.

All LED staff also have the following activities included in their job descriptions:

1. **Support and promote LED's 'Mission, Vision and Values', leading by example.**
2. **Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.**
3. **Ensure LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
4. **Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.**
5. **Act as an ambassador for LED in your dealings with customers, stakeholders and others.**
6. **Attend meetings as required during working hours, or with a minimum of 24 hours notice for out of hours meetings.**
7. **Comply with LED's Constitution, policies and procedures.**
8. **Perform any other relevant activities, commensurate with the grading of your post.**

This job description was reviewed in December 2017 by: Exmouth Area Manager

SPECIAL CONDITIONS

This job description sets out the main duties of the post at the time of completion. Such duties may vary from time to time without changing the general character of the post or level of responsibility entailed.

Hours

Part Time - 7 hours per week (Flexible - Saturday's 9.30am to 5pm)

To include regular weekend working with some flexible hours to support the delivery of the programme.
This post will be based in Exmouth Leisure Centre

Training

You are reminded of both LED's and your responsibility to comply with safe working practices, which will include attendance at training sessions as outlined in the training summary for Leisure Centre staff. We will endeavour to arrange these sessions during your normal working arrangement but there will inevitably be occasions when this is impractical. Where this is the case, you will be given reasonable notice of the need for you to attend at time outside of your normal work pattern.

PERSON SPECIFICATION

Job title: Part Time Fixed Term Party Coordinator & Host

Grade: LED 4 - £8.50 - £9.03 per hour

Location: Exmouth Leisure Centre

Category	Requirements	Essential (E) Desirable (D)	Method of Assessment (Application Form/Interview/ Psychometric Testing)
Education/Training	1. Current First aid Certificate	D	Application Form
	2. Sports coaching award or qualifications	D	Application Form
	3. National Pool Lifeguard	D	Application Form
Experience	4. Minimum 2 years experience delivering children's activities	E	Application Form / Interview
	5. Customer service or sales experience	D	Application Form / Interview
	6. Indoor climbing	D	Application Form/Interview
	7. Experience of managing or children's activity or birthday party programmes	D	Application Form/Interview
Knowledge	8. An understanding of leisure industry legislation and practice	D	Interview
	9. An understanding of budgets and targets	D	Interview
Skills/Abilities	10. Ability to communicate clearly orally and in writing	E	Application Form / Interview
	11. Ability to work to targets and deadlines	E	Application Form / Interview Interview
	12. Ability to remain calm in emergency situations	E	Interview
	13. I.T skills	D	Application Form / Interview
	14. Leadership and motivational qualities	E	Interview
	15. Able to work as part of a team	E	Interview
Personal qualities and attributes	16. Motivated to achieve targets and deadlines	E	Interview
	17. Interest in children's activities and/or sport, health and exercise development	E	Interview
	18. Flexibility for evening/weekend working	E	Interview
	19. Friendly and outgoing personality	E	Interview
	20. Discretion	E	Interview

Category	Requirements	Essential (E) Desirable (D)	Method of Assessment (Application Form/Interview/ Psychometric Testing)
	21. Positive outlook	E	Interview
Other relevant factors	22. Willingness to work non-standard hours on occasions	E	Interview
	23. Commitment to equal opportunities	E	Interview

Policy statement on the employment of ex-offenders and procedures for the effective use of criminal records disclosures as part of the recruitment and selection process



Policy Statement

LED Leisure Management Ltd (LED) promotes equality of opportunity and welcomes applications for employment from all candidates.

Information for employees and potential employees

1. We recognise that employing ex-offenders can help to prevent re-offending and we will observe guidance issued, or supported, by the Disclosure and Baring Service (DBS).
2. We will co-operate with the CRB and enable them to undertake assurance checks and will report any suspected malpractice or suspected offences relating to the misuse of information.
3. Application forms will exclude questions about criminal offences.
4. Only candidates called for interview will be asked questions about their criminal records. The questions will include disclosure of spent convictions only when applying for a post which is *accepted* by the Rehabilitation of Offenders Act (as amended). Otherwise, you will be asked to declare unspent convictions only.
5. We will advise all applicants, in advance, if the post advertised is *excepted* from the Rehabilitation of Offenders Act (as amended) and will request a check (disclosure) of criminal records before an appointment is confirmed. The fee for the disclosure by the Disclosure and Baring Service (DBS) will be paid by LED.
6. Having a conviction will not necessarily bar you from employment with us as we will assess the relevance of any conviction to the particular post for which you apply. This assessment will include consideration of the nature of the work and the working environment.
7. Information on convictions will be kept strictly confidential and on a need-to-know basis.
8. Records showing details of convictions will be destroyed 6 months after they are used for decision-making purposes. The 6 month period is to allow time for any challenge.

Notes

“Rehabilitation periods”

The Rehabilitation of Offenders Act (ROA) (as amended) refers to periods of “rehabilitation” after which a sentence is considered “spent”. Rehabilitation periods vary according to the original sentence and age. For example, for a person aged 18 or over sentenced to imprisonment for a period of between 6 months and 2½ years the period to become “rehabilitated” is 10 years. The period for a person aged 17 or under, sentenced to the same period of imprisonment, is 5 years.

Suspended sentences (treated as having taken effect) are treated the same as for a custodial sentence.

“Spent convictions”

Once a conviction is “spent” the rehabilitated person normally does not have to reveal its existence in most circumstances and can answer “NO” to the question “Do you have a criminal record?”

“Exceptions”

Whilst the “spent” provision normally applies, there are certain occupations which are excepted (see below) including working in positions of trust with children and other vulnerable groups; the intention of which is to ensure that they are protected from those in positions over them. No exceptions apply to “unspent” convictions and candidates for all appointments can be asked to disclose such convictions.

“Unspent convictions” (no exceptions)

Unspent convictions are custodial sentences of more than 2½ years. They are also those sentences of less than 2½ years where the rehabilitation period has not yet expired.

“Disclosure”

Is a means of checking criminal records which is carried out by the Disclosure and Barring Service (DBS). Any offer of appointment to an “excepted” post is subject to disclosure and satisfactory outcome of assessment.

Examples of the exceptions include those listed below but, in any event, we undertaken to advise all applicants (see also Job Description) when an advertised post is “excepted” and subject to “disclosure”.

Examples of excepted occupations include:

Any employment or other work which is concerned with the provision of care service to vulnerable adults and which is of such a kind to enable the holder of that employment or the person engaged in that work to have access to vulnerable adults of such services in the course of his normal duties.

Employment concerned with the provision to persons under 18 of accommodation, care, leisure and recreational facilities, schooling, supervision or training.