

WE'RE RECRUITING

Join the team at Denbighshire Leisure Ltd





Leisure Systems Support Officer

Location: Denbighshire Leisure Head Office, Denbigh / Rhyl Leisure Centre

Salary: Grade 9, £32,234 - £35,745

Hours: 37 per week

Contract: Fixed term 12 months maternity cover

Candidates who wish to be considered for a secondment opportunity for this role must gain permission from their manager prior to applying.

Closing Date: 27th November 2020

Interview Date: 7th December 2020

How to apply:

If you are interested in this vacancy, please apply on-line via the website www.denbighshireleisure.co.uk.

For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.

This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 water park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'



Denbighshire Leisure Ltd

Denbighshire Leisure Ltd is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

[Our People](#) | [Our Business](#) | [Our Community](#)



Job Description

Job Title: Leisure Systems Support Officer

Grade: 9

Company: Denbighshire Leisure Ltd

Department: Operations & Business Support

Responsible to: Lead Officer - Operations & Business Support

Job ID Number / Date Issued: 03840 / October 2020

Job Purpose:

The key purpose of the role is to administer, support and develop the front of house customers systems throughout the Company, ensuring they are streamlined to create an improved customer journey, and provide improved functionality to support the Company's operational and strategic objectives. The role will focus on developing these systems with the customer in mind, by liaising with staff at all levels of the Company to reach the desired goal. The role is fundamental in ensuring the collection of income and associated growth in income across all lines of business and income lines within the Company, to a value of circa £10 million.

More specifically, the purpose of the role is:

- To administer, support develop systems throughout the Company, in line with the Company's operational and strategic objectives
- Use front of house customer systems to maintain and monitor performance throughout the Company's portfolio, providing direct day to day business support and intelligence to the Executive Management Team, making them aware of exceptions in performance
- Provide quality assurance across of range of areas to ensure the Company is achieving its stated goals
- Providing advice, support and guidance across the Company on performance related issues

Principal Accountabilities and Responsibilities:

- Become the key systems contact in Denbighshire Leisure Ltd, and provide system administration across a variety of front of house leisure based systems (e.g. XN Leisure Centre system, Roller TAG/Waterpark system, Datahub Customer Communications etc.). This will include build and reporting elements across this range of systems.
- Undertake an improvement role within the Company through development and maintenance of customer systems, providing regular reporting from these systems to the Lead Officer - Operations & Business Support, and the wider Executive Management team.
- Using these systems, work proactively with the Executive Management team to seek to identify new ways of working and challenge the existing methods of delivery in order to either reduce costs, support increase service demand, or improve customer experiences.
- To provide day to day support for the Lead Officer - Operations & Business Support on the contract management arrangements between the Company and Denbighshire County Council.
- Management of 2 x members of staff, who support the day to day running of systems within the Company.



- Coordinate monthly performance reports for the Lead Officers - Operations & Business Support
- Play a key role in the Company's safeguarding practices, monitoring safeguarding compliance throughout the Company's portfolio, and reporting to the Safeguarding group.
- Monitor and evaluate the 1-1 / Performance Appraisal management process to improve Company performance. Ensure all staff have appraisal objectives linked to the Company Business Plan.
- Monitor sickness absence and monitor interventions with the wider management team, to ensure levels reduce and performance improves.
- Coordinate and implement ICT and improvement projects for the Company.
- Support the wider management team within the Company with system and reporting requirements, to include using customer trends from systems to develop the Company's products and offers as required.

Knowledge, Skills, Training and Experience

- The post holder should possess a recognised qualification to HNC standard or equivalent. A proven track record within this area with a minimum of 5 years relevant experience.
- The post holder should possess experience of managing staff within a system development environment
- Experience of business planning and performance management at a strategic level is essential, as is the ability to demonstrate the development of systems to support an organisations goals
- Extensive knowledge of computer software (e.g. Microsoft Office packages) and more specifically an advanced understanding of Microsoft Excel
- The ability to embrace new technology.
- Able to communicate effectively with staff at all levels, the public and other organisations as required.

Special Working Conditions

- The post holder must have the ability to travel across Denbighshire for which an allowance is payable but subject to review.
- The post holder will be required to work to compressed timescales and within defined budgets.
- The post holder will be required to complete tasks under minimal supervision as required, and have a proven ability to work off their own initiative.
- The ability to prioritise work, deal with conflicting priorities and meet deadlines is essential to this post.



Dimensions

The role will be responsible for management of, and processes within, the following systems:

- **XN Leisure** - front of house system used within leisure centres, providing booking facilities and direct debit payment functionality (circa £1.8 million income to the business).
- **Roller** - front of house system used within SC2, providing booking and product sales functionality (circa £2 million income to the business).
- **Cascade** - analytics tool providing detailed reporting across the leisure portfolio, including automated invoicing and debt chasing functionality (circa £3.1 million income to the business).
- **Datahub** - customer communications tool aimed at general communications and marketing to customers, supporting income targets across the Company (circa £10 million income across the business).
- **Pelican Pi** - providing an overarching management tool to the food and beverage elements of the Company, supporting product ordering, menu creation etc. (circa £1.5 million income to the business).
- **Our People** - staff communication tool, delivering communications to 400+ staff across the Company, including development of training materials for front line employees through the system.

Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; 2 satisfactory references covering 3 years employment, evidence of essential qualifications, evidence of Right to Work in the UK.

Safeguarding Statement

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.



Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post title: Leisure Systems Support Officer

Department: Operations & Business Support

Grade: 9

Criteria	Essential	Desirable	Method of Assessment
Education and qualifications	A recognised qualification to HNC standard or equivalent in a related discipline	Evidence of continued professional development, particularly in the area of systems / technology	Application form / interview

Relevant experience	Relevant experience within a systems support role Experience of line managing staff within a systems environment	Specific leisure industry experience Experience of using HTML within a systems environment	Application form / interview
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Criteria	Essential	Desirable	Method of Assessment
<p>Relevant experience (continued)</p>	<p>Development and administration of customer facing systems, and implementation of new business support systems</p> <p>Experience in providing statistical reports to Senior Managers</p> <p>The ability to initiate and adapt to change within a business support environment, introducing new, more streamlined ways or working within an organisation</p> <p>The ability to produce complex, detailed and accurate reports with minimal supervision</p>		<p>Application form / interview</p>

Criteria	Essential	Desirable	Method of Assessment
Job related knowledge and skills	<p>A high level of technical competence in the development and implementation of performance management and/or customer facing systems</p> <p>Advanced user of Microsoft Excel and Powerpoint</p> <p>Ability to prepare and present detailed reports to Senior Managers</p>	<p>Specific leisure industry knowledge and expertise</p> <p>An understanding of Denbighshire Leisure Limited's values</p> <p>A working knowledge of Data Protection Legislation (GDPR)</p>	Application form / interview / test
Personal Qualities	<p>Highly motivated and capable of working as part of a team/on own initiative</p> <p>Advanced organisational skills, with the ability to deal with sensitive and complex issues in a calm and assured manner</p>	An interest in the leisure industry	Application form / interview

Criteria	Essential	Desirable	Method of Assessment
<p>Personal Qualities (continued)</p>	<p>Ability to build and maintain effective and supportive relationships with peers and partners on all levels and across organisations</p> <p>Self-motivated with a strong work ethic</p> <p>A high degree of communication and interpersonal skills and the ability to interpret data in order draw conclusions and make appropriate recommendations</p> <p>Confident presenter of complex information</p> <p>Ability to prioritise work, deal with conflicting priorities and meet deadlines.</p> <p>Friendly and approachable</p>		<p>Application form / interview</p>

Criteria	Essential	Desirable	Method of Assessment
Other requirements	<p>Empathy with the Welsh Language and Culture</p> <p>The ability to travel across Denbighshire</p> <p>Ability to deal with data in a confidential and sensitive manner</p>	Fluent in Welsh Language	Application form



Thank you for your interest.

For more information please contact our Lead Officer - Operations & Business Support, Andy Moreland on 01824 706724 / 07880300420 / andy.moreland@denbighshireleisure.co.uk.



www.denbighshireleisure.co.uk



Denbighshire Leisure Ltd



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