

WE'RE RECRUITING

Join the team at Denbighshire Leisure Ltd





Job Title: Duty Officer

Grade: 6

**Company: Denbighshire
Leisure Ltd**

Service Area: Ruthin

**Responsible to: Commercial
Manager**

Job ID Number: TBC

Date Issued: TBC

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.



Job Description

Job Title: Duty Officer (Career Grade)

Grade: 6

Company: Denbighshire Leisure Ltd

Service Area: Ruthin

Responsible to: Commercial Manager Cluster 1

Job ID Number / Date Issued: TBA

Job Purpose:

To manage the day to day operational responsibilities for a range of leisure facilities and services, as directed by the Commercial Manager. Responsibility for income, property and other leisure resources will be a key requirement of the post, as will be the responsibility for all personnel associated with the facility. The post is also fundamental to delivering excellent customer service to our customers, as is ensuring Denbighshire Leisure's reputation for excellence is fully embedded within our facilities.



Principal Accountabilities and Responsibilities:

- To manage the day to day delivery of all leisure activities and services provided within the Centre.
- As part of the Management team, to be responsible for:
 - All staff
 - Security of the building
 - Monies taken
 - Cleanliness of the buildings
 - Safety of staff and users
 - Liaison with users and voluntary groups
- To monitor the condition of the building and plant and to arrange for any repairs to be effected.
- To have direct responsibility for staff rotas, and to authorise additional working hours to cover sickness and holiday periods.
- To control and direct the activities of all staff within the Centre ensuring excellent standards of customer care are provided.
- To ensure adequate stocks of materials are kept, such as office supplies, re-saleable goods, pool chemicals and cleaning materials, and to ensure compliance with Audit requirements.
- To support and facilitate the training development of all members of staff.
- To liaise with the School management team and outside organisations to promote an effective interface between these and the Centre.
- To supervise the receipt of income in line with the authority's financial and audit regulations.
- To ensure the safety of all persons within the premises in accordance with the normal operating procedures and the Health & Safety at Work Act.
- To plan and maintain the Centre's programme to achieve both the short term and long term aims of the County's strategic plans, in line with the Leisure Services Business Plan.
- To carry out routine maintenance and attend to minor breakdowns of equipment/plant where appropriate.
- To provide relevant support, advice and an appropriate level of coaching and supervision as required by the specific programme and events at the centre.
- To assist the Commercial Manager in the administration of the leisure centre.
- To undertake any other relevant task assigned by the Commercial Manager.
- To be flexible, adaptable and willing to work on request at various sites, which could include other leisure centres and facilities.



Knowledge, Skills, Training and Experience

The post holder should hold an appropriate qualification in a leisure related field and/or demonstrate experience, over the last 2 years, in a supervisory position within a Leisure related field and possess a recognised NPLQ qualification.

The post holder must have proven ability of supervising staff in a multi-functional leisure facility. Appropriate coaching/teaching qualifications would be an advantage, as would the ability to speak Welsh.

The post holder will demonstrate a high degree of communication and interpersonal skills.

Supervision/Management of People

The post holder will have direct line management responsibility for Leisure Attendants, Cleaners, Swimming Teachers and Activity Instructors, as well as overseeing all programmes and activities for the leisure centre and all associated facilities.

Special Working Conditions

- The post holder will be required to work a rotating shift pattern that includes weekends.
- The post holder will be required to complete tasks autonomously, 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.



Vision / Context

Denbighshire Leisure Ltd has been transformed over the past decade and is now renowned for delivering high standards of provision right across the County of Denbighshire; offering a new, unique, affordable, and a commercially sustainable Leisure offers; whilst making a significant contribution to improving the health of our residents and delivering Economic prosperity. This has been possible because of a highly motivated workforce, with a great culture who work to strong values.

The post holder will be expected to display and promote our company core values:

- We will stand by our principles of integrity and honesty.
- We will be trusted by our staff to always do what is right as their employer, and make them proud.
- We will never accept the status quo. We will work harder, become stronger and continue to deliver the highest quality of service to our customers.

Denbighshire Leisure Ltd has three important, but distinct pillars, which informs and influences the way we work and why the Company was created. The Company is recognised for the valuable contribution it makes to our communities, how it works with its partners and other businesses, and more importantly how the Company looks after and develops its workforce – the Company very much believes in a ‘one team - one bank’ account philosophy.



The three pillars of Denbighshire Leisure Ltd:

Our Community

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

Our People

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

Our Business

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

The post holder is key to ensuring that '....by 2030 the company will continue to be renowned for providing high quality, accessible leisure opportunities which attract high levels of participation, and improve the wellbeing of Denbighshire's residents and visitors.



Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; two satisfactory references covering three 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.



Duty Officer - Career Path

To be shortlisted for this position, candidates must demonstrate on their application form how they meet the below criteria:

- Candidates must have an in date NPLQ
- Experience working in leisure and knowledge of different roles.
- Good written communication skills
- Excellent customer service skills
- Demonstrate excellent interpersonal skills.

Once in post, the post-holder will progress through the grades as they develop their skills, knowledge, abilities and gain qualifications, in line with the Career Pathway below.

	Grade 5	Grade 6	Evidence for Progression
Qualifications	<p>Leisure Centre Supervisor</p> <p>Current National Pool Lifeguard Qualification.</p>	<p>Duty Officer</p> <p>Current National Pool Lifeguard Qualification.</p> <p>Appropriate qualification in a leisure related field and/or demonstrate experience, over the last 2 years, in a supervisory position within a Leisure related field.</p>	<p>Evidence for certificates</p> <p>Level 3 Supervisory Management Qualification or Level 3 Leisure qualification and demonstrate experience.</p>

Relevant Experience	<p>Experience of working in a Leisure related field.</p> <p>Experience of dealing with customers in a service environment</p>	<p>Experience of working in a Leisure related field in a supervisory position.</p> <p>Experience of dealing with customers in a service environment</p>	<p>Evidence of undertaking: Performance Appraisal and one to one's.</p> <p>Evidence of managing sickness and rotas.</p> <p>Evidence of conflict or performance management.</p>
Knowledge and Skills	<p>Current knowledge of the different roles within a Leisure Centre</p>	<p>Knowledge and interest in lifeguarding and associated governing body guidelines</p> <p>Written communication skills</p> <p>Oral communication skills</p> <p>Ability to work on own initiative</p>	<p>Demonstrate an in depth knowledge of the industry.</p> <p>Evidence of working on complex matters either independently or leading a team.</p>
Personal Qualities	<p>Good written communication skills</p> <p>Ability to work on own initiative</p> <p>Courteous and efficient telephone manner</p>	<p>Demonstrate excellent interpersonal skills</p>	

**Any Other
Requirements**

**Demonstrate
excellent
interpersonal
skills**

**Empathy with the
Welsh Language
and Culture**

**Empathy
with the Welsh
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Evidence Sources:

Performance appraisals, one to one's, probationary period, feedback from customers and/or colleagues. Certificates for qualifications and work output.

Performance:

Employee sickness or disciplinary sanctions may have an adverse effect on progression through the career pathway, resulting in the employee spending longer within each band above.

Progression:

In order to progress through the Career Pathway employees will need to ensure that they meet the required qualification standards and produce evidence based on the evidence sources outlined above.

It is expected that employees will progress through the Career Pathway within 2 years, and be expected to access all available support to enhance their learning experience and maximise their potential. There is some discretion and flexibility here but a reasonable timeframe is still expected.

Applications for progression between pathway stages must be done using the Career Path Progression Form. Appointments can be made within the Career Pathways structure in line with above requirements.



Thank you for your interest.

For more information please contact Gwyn Hughes on 01824 712707 or gwyn.hughes@denbighshireleisure.co.uk



www.denbighshireleisure.co.uk



Denbighshire Leisure Ltd



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