

# WE'RE **RECRUITING**

Join the team at Denbighshire Leisure Ltd





**Job Title: Business Support  
Manager - Our People**

**Job Reference :**

**Location :** Denbigh

**Salary :** £32,234 - £35,745

**Hours :** 37 hours per week

**Contract :** Permanent

**Closing Date :** 15/7/2021

**How to apply:**

If you are interested in this vacancy, please apply on-line via the website [www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk).

All applications are administered on our behalf by Denbighshire County Council, our commissioned HR provider. 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: Business Support Manager - Our People

Salary : £32,234 - £35,745

Company: Denbighshire Leisure Ltd

Service Area: Business and Governance

Responsible to: Head of Business and Governance

Job ID Number / Date Issued: TBC

### Job Purpose:

Responsibility for managing and leading the Denbighshire Leisure Ltd 'Our People' programme and functions. The role will deliver overall leadership and direction for all of the strategic and operational employee functions across the Company.

To provide high quality, consistent advice and direction for managers and staff on all elements of the employment lifecycle, including recruitment, wellbeing, and performance management. To develop and deliver business objectives relating to Our People and the workforce.

Denbighshire Leisure has made significant progress over the past decade in addressing poor facilities. It is recognised as an important provider service by Denbighshire County Council and other public bodies; and it has a high profile across the Leisure sector. As the Business Support Manager responsible for 'Our People' you will work closely with the Company Executives to manage and develop the Company workforce and systems. You will create, develop and lead appropriate strategies in order to develop 'Our People' to achieve the Company's objectives.

You will have an extensive background as an accomplished professional with a proven experience of developing and driving successful employee related functions and programmes.

Your skills will include the ability to take into account organisational, political and environmental factors and influences and incorporate these into your decision-making. You will contribute to the overall development and implementation of the Company's governance arrangements. The post holder will form part of the Company's Management team providing advice, support and guidance to Executive Officers on related 'Our People' issues; and be prepared to challenge and compare the methods of working both within and across other service areas.



This post is being introduced primarily to manage the Company's 'Our People' programme and function; and associated support systems. The post holder will manage and support the workflow related to HR activities across the department as well as providing direct day to day support to the Managing Director, and the Executive Management team.

The post holder will also have responsibility for developing work practices and implementing new and improved ways of working across the Company in relation to 'Our People'.

### **Being part of the Management team in Denbighshire Leisure Ltd**

As a Company we expect Managers to be afforded the opportunity to support each other 'cross service'; and to effectively operate as a generic and multi skilled team, with more responsibility for the future direction of the Company and the services that sit within it.

The post holder should:

- Be an experienced and accomplished business professional who relishes challenge and has the persistence to succeed.
- Have the skills and experience to develop corporate leadership; lead the development of robust strategies; and foster strong working relationships with staff, partners, and other senior officers of the Company.
- Have experience in and a proven ability to effectively manage staff, and finances to deliver services and objectives.
- Have the ability to analyse and evaluate complex issues and situations involving a range of subjects, as well as the ability to demonstrate excellent written and oral skills.
- Have the skills and experience to understand the importance of new technologies to support and safeguard the business.
- Have outstanding communication, interpersonal and management skills commensurate with the status of the position.
- Have highly developed communication skills, in order to maintain good working relationships when difficult and contentious issues are being dealt with / resolved.



## Principal Accountabilities and Responsibilities

- The direct management of the Company 'Our People' programme, to include recruitment, planning, development, quality assurance and the delivery of an effective and efficient service.
- To provide leadership, structure, management and direction of the 'Our People' function for Denbighshire Leisure Limited.
- Provide advice, guidance and reporting to the Company's Managing Director and Executives in respect of all 'Our People' related matters.
- Contributing fully to the development of the Company's strategic direction across all areas of 'Our People', challenging assumptions and decision-making as appropriate and providing analysis and guidance on all activities, plans, targets and business drivers.
- To provide visible and clear leadership to staff including clear guidance and challenge to ensure high quality practice, particularly in relation to the service area.
- To be an active member of the Company's Management team and together with Executive team colleagues be responsible for the overall strategic direction and leadership of 'Our People' within Denbighshire Leisure Limited.
- To contribute to the overall implementation of the Company's governance arrangements. Establish and maintain a high level of credibility and manage strong working relationships with external parties including customers, and other public body partners.
- To assist the Executive team in the benchmarking of key service 'Our People' activities, ensuring improvement and efficiency of all services within the Company.
- Identify opportunities for innovation and improvement, developing and implementing plans to support these improvements.
- Manage and organise official Company 'Our People' events county-wide.



## Principal Accountabilities and Responsibilities

- To take responsibility for the delivery of the Our People pillar of the business, ensuring there are effective strategies and systems in place that fully support all staff within the Company throughout their employment.
- Deliver on people-focused business improvement activities that support Denbighshire Leisure Ltd.'s vision and key objectives.
- Develop, implement and advise on the full recruitment cycle, from on-boarding to off-boarding including effective campaign development, and performance management.
- Take responsibility for developing and delivering an effective induction and performance management system and process, including e-learning, company inductions, and ongoing workforce development.
- To support managers on matters relating to 'Our People' such as disciplinaries, grievances, absence management etc. and attending meetings where required relating to operational staffing issues.
- Promote a culture of continuous improvement, by providing strategic and operational direction and support in developing talent within the Company, including creating, implementing and delivering relevant training, in line with both staff and business development needs.
- Take responsibility for developing people and wellbeing focused strategies including mental health, staff wellbeing, staff development, and culture development. Leading the companies Corporate Health standards.
- Work collaboratively to support effective staff communications, including managing the content of 'Our People' App and the new company Intranet.
- To work with the service provider to ensure that staffing matters, policies, and strategies support the long-term vision of the 'Our People' pillar and overall Company.
- To work with the service provider to develop effective policies and procedures that support the business aims associated with the workforce, and in line with relevant legislation, case law and best practice.





## Principal Accountabilities and Responsibilities

- To work collaboratively with support services to facilitate efficient processes, such as Finance. Payroll, HR, ICT.
- To support effective integration of relevant systems and processes that are efficient and fit for purpose that relate to 'Our People'
- To respond to changing business needs and to continue own CPD and development.
- To undertake any other reasonable duties associated with this role.

## Supervision/Management of People

- The post holder will have direct line management responsibility of all positions relevant to the different work streams and programme related to 'Our people', as well as overseeing all the associated systems, governance, and strategies. Numbers can vary month to month depending on the programme.
- The post holder will manage a wide range of contracts and relationships which are critical to the legal compliance of the company, and the company's reputation.

## Special Working Conditions

- The post holder must have the ability to travel across Denbighshire for which an allowance is payable but subject to review.
- Although this post is 37 hours per week, a flexible approach to core working hours is required. The post holder will be expected to work the hours the job demands.
- The post holder will be expected to undertake wider departmental roles, as necessary, as a member of the Company's Management structure.
- The post holder will be required to work to compressed timescales and within defined budgets.
- The post holder will be responsible for financial and resource management to support the Companies 'Our People' programme.
- 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.



# 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).

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## Creativity & Innovation

Be able to provide innovative and creative solutions to drive continuous service improvement and help transform how we do business and serve our customers, as we become a more self-sufficient service into the future.

Be responsible for prompting and guiding managers in the development of leaner, more efficient and more flexible working processes in relation to 'Our People'. This will include the development of innovative and cross functional systems to maximise the use of available resources.

Have the ability to structure complex issues and to arrive at a balanced and informed decision.

Have the capacity and vision to anticipate and influence change in response to identified needs and have the skills and abilities to manage complex issues and competing demands in a dynamic environment.

## Qualifications, Experience & Knowledge

The post holder must be appropriately qualified within a people-focused area, ideally with a background in human resources or organisational development, and qualified to a Level 5 or equivalent. Experience of managing projects and of developing strategies and policies is essential. Post holder must have experience of developing and delivering effective and efficient recruitment/talent and performance management strategies. A motivated and driven attitude, with the ability to work collaboratively is essential, as is the ability to lead others and provide robust and reliable support on a range of staff related topics.

Experience in and a proven ability to effectively manage staff, project teams and finances to deliver the Company's services and objectives.

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

The post holder must have the confidence to communicate and challenge stakeholders at all levels within the organisation including presenting information via an appropriate method.

The ability to analyse and evaluate complex issues and situations involving a range of issues is essential, as is the ability to demonstrate excellent written and oral skills.

Experience in managing and solving complex issues, and the ability to influence change.

Ability to work co-operatively and corporately as part of a team leadership: provide clear vision and direction inspiring and motivating to deliver excellent service through good role behaviours and consistency of approach.

Team work and partnership: working together to deliver better services for customers and staff.

Able to initiate and support change as required. Adapting to change and introducing better ways of doing things through generating ideas and seeking out the best way to deliver services.

Experience of working at a senior management level in a diverse and complex organisation within either the public or private sector.

Experience of effective working in partnership with a wide range of internal and external bodies.

Committed to equality and diversity: successfully responding to the identified needs of customers.

Ability to use and apply relevant ICT commensurate with the nature and demands of the post.

Ability to influence others to provide the highest levels of customer service. Excellent communication / presentation skills, both written and oral. High level of interpersonal skills.

Experience of working within a human resources or similar organisation development field.

Experience of running complex/high volume recruitment successfully.

Experience of developing initiatives and supporting change.

Ability to demonstrate a high calibre of skills and tact, diplomacy, persuasion, negotiation, advocacy and assertiveness.

Demonstrate a strong commitment to customer service. Strong sense of accountability of self and others.

Shows resistance and toughness under pressure.

Adapts personal style to meet demands of complex situations.

Empathy with the Welsh Language and culture.

Extensive knowledge of Office Systems, including spreadsheets, PowerPoint, data base, publisher (or similar).

Advanced organisational skills with the ability to deal with sensitive and complex issues in a calm and assured manner.

Desirable:

Experience of working within a Leisure related sector





**Thank you for your interest.**

For more information please contact Andy Moreland, Head of Governance and Business Support on [andy.moreland@denbighshireleisure.co.uk](mailto:andy.moreland@denbighshireleisure.co.uk)



[www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk)



Denbighshire Leisure Ltd

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