



Appointment of Fitness and Leisure Manager

January 2022

**HR Department
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Separate Attachments

Application Form
Monitoring Form

Welcome from Chief Executive, Marie Marin

Thank you for your interest in the position of Fitness and Leisure Manager.

Employers For Childcare is a dynamic, innovative organisation - the only one in Northern Ireland which has transformed from being 100% grant dependent to being 100% self-financing within four years. This unique achievement was accomplished through visionary determination and a willingness to embrace commercial markets, without compromising ethos or values. The aim of Employers For Childcare is 'to make it easier for parents with dependent children to get into work and to stay in work'. We address childcare as an economic and a labour market issue.

Our charity's work includes a specialist advice service as well as research and lobbying on behalf of parents, and we pro-actively encourage all employers to provide a supportive working environment. Our trading company operates three social enterprise businesses. All profits from these businesses are reinvested into the campaigning charity, which sits at the heart of everything we do. We administer a childcare voucher scheme, transacting c£20 million each year on behalf of our clients across the UK. We provide a recruitment service for local childcare providers. Our exciting newest revenue stream is High Rise - an indoor adventure centre in Lisburn, located five minutes from the M1 and A1 junction at Sprucefield.

High Rise is a £2.5 million investment designed to be inclusive and accessible. A state-of-the-art climbing arena, facilities for corporate teambuilding, a café, softplay, party rooms, sensory rooms and a changing places toilet are all sited within the two-storey structure. We opened our doors in October 2019 and within five months bookings were at full capacity and had won 'Best New Business' at the Lisburn and Castlereagh City Council awards. However, Covid -19 forced us to close temporarily. Now we plan to reopen with renewed vigour and we want to appoint a competent, energetic Fitness and Leisure Manager to help High Rise become one of Northern Ireland's leading visitor attractions.

This is a critical role, and the successful candidate will need to share our passion and exemplify the culture and values of our organisation. As part of the Management Team, they will help to make High Rise a centre of excellence. They will be responsible for training and developing a team of up to 15 staff.

Please take some time to read the information enclosed and our latest social impact report, browse our websites and get a real sense of what we do and why we do it. If you have the experience and commitment required to meet this challenge, I look forward to hearing from you.

With best wishes



Marie Marin

Working at Employers For Childcare – staff testimonials

Name: Sandra Bolan
Job title: PR & Communications Manager
Joined the team: May 2018



"I have loved the past three and a half years working at Employers For Childcare. It's such a great team to be part of and I am very proud that what we do makes a real difference to families locally and across the UK. It's a really supportive organisation where I feel that my work is valued and equally, my responsibilities outside of work are also recognised".

**Employers
For Childcare**

Name: Aoife Hamilton
Job title: Head of Charity Services
Joined the team: January 2017



"I feel very fortunate to be part of such a fantastic team at Employers For Childcare, particularly over the last 18 months, when we stepped up to continue our vital work supporting families across the UK. My work is so varied, from engaging in high profile political lobbying to leading research with parents and childcare providers. It is great to work somewhere where I can be proud of the difference we are making, and excited about what we will do next!"

**Employers
For Childcare**

Name: Roisin Bateson
Job title: Senior HR Officer
Joined the team: January 2014



"I have been working for Employers For Childcare for 7 years. I originally started as a HR Administrator and have worked my way up to Senior HR Officer. Employers For Childcare offers a wide range of benefits and opportunities which have helped to enhance my career whilst providing me with flexibility to fulfil my role as a parent".

**Employers
For Childcare**

Name: James Gallagher
Job title: Family Benefits Advisor
Joined the team: August 2016



"I've been fortunate to work as part of the Family Benefits Advice Service for the past five years. It is very rewarding seeing the difference our service makes in people's lives. Not just the financial benefit but also the emotional one as a significant number of our clients are under severe pressure due to their financial situation".

**Employers
For Childcare**

Job Description

Job Title:	Fitness and Leisure Manager
Reporting to:	Operations Manager
Contract type:	Permanent
Hours of work:	Full Time (exact hours TBC)
Salary:	Circa £25k (negotiable)

Key Purpose

High Rise is a 10,000 sq ft indoor adventure centre in Lisburn incorporating a Clip 'n Climb climbing arena, soft play, corporate facilities, sensory rooms, and cafe. The Fitness and Leisure Manager will be an experienced climbing instructor who can take overall responsibility for all aspects of delivering safe, fun climbing activities for guests of all ages and leading an energetic team of Clip 'n Climb instructors. Whether it's greeting guests as they arrive for their first ever session or helping someone develop their confidence and skills, you will go out of your way to make sure that these moments are memorable. The role involves working evenings and weekend hours.

Specific Responsibilities include:

General Management

- Oversee the management of all climbing operations, developing and delivering effective procedures to ensure all guests enjoy an amazing experience from initial briefing through to their time in the climbing arena
- As required, develop and deliver climbing classes or themed team-building sessions
- As required, climb to height to offer demonstrations, rescue climbers who need help and maintain the climbing walls
- Present a professional appearance and attitude always maintaining an excellent standard of customer service
- Maintain high standards in the cleanliness and presentation of all areas, ensuring a quality visitor experience is consistently achieved
- Deal effectively with any customer issues, concerns, or complaints and escalate if appropriate, reviewing feedback to inform improvements
- Work with management colleagues to organise relevant staff development and training
- Work with management colleagues to review and improve policies, procedures, and systems
- Monitor stock levels and order as required

Staff Management

- Supported by our HR team recruit, induct, train, and develop the climbing arena staff
- Monitor staff performance and provide performance related reviews and appraisals
- Organise staff rotas to always ensure sufficient expertise including for those guests with additional needs
- Organise and direct staff to always ensure exceptional customer service levels, interacting with guests, motivating climbers and presenting a fun, upbeat atmosphere
- Organise and direct staff and ensure all participants' harnesses are fitted correctly before entering the climbing arena
- Ensure the effective delivery of safety briefings before each climbing session so that all participants have a safe, enjoyable experience and are fully aware of associated risks

Health & Safety

- Ensure full compliance with Health and Safety requirements and legislation, first aid and operating procedures, in accordance with the Centre policies and procedures
- Ensure the safe running of the Clip n' Climb arena in accordance with risk assessments and operating procedures
- Complete routine inspections of equipment and the arena daily, carry out low level maintenance, report any defects and complete relevant administration documentation such as inspection logs as required
- Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures
- Effectively communicate health and safety procedures and ensure staff receive adequate training appropriate for their job
- Be the first point of contact should any issues or problems arise prior to, during or after a Clip 'n Climb session
- Prepare set ups, dismantle and/or store equipment in accordance with standard operating procedures and health and safety obligations

General

- Comply with the organisation's Key Holder Roles and Responsibilities policy attending alarm call outs if required
- Comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality
- Undertake any other reasonable duties appropriate to the achievement of the organisation's aims and objectives.

This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.

Personnel Specification

The Personnel Specification shows **essential** and **desirable** skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Please therefore address, in completing the application form, each criterion listed in the specification, drawing upon all your experience, whether at work or on a voluntary basis.

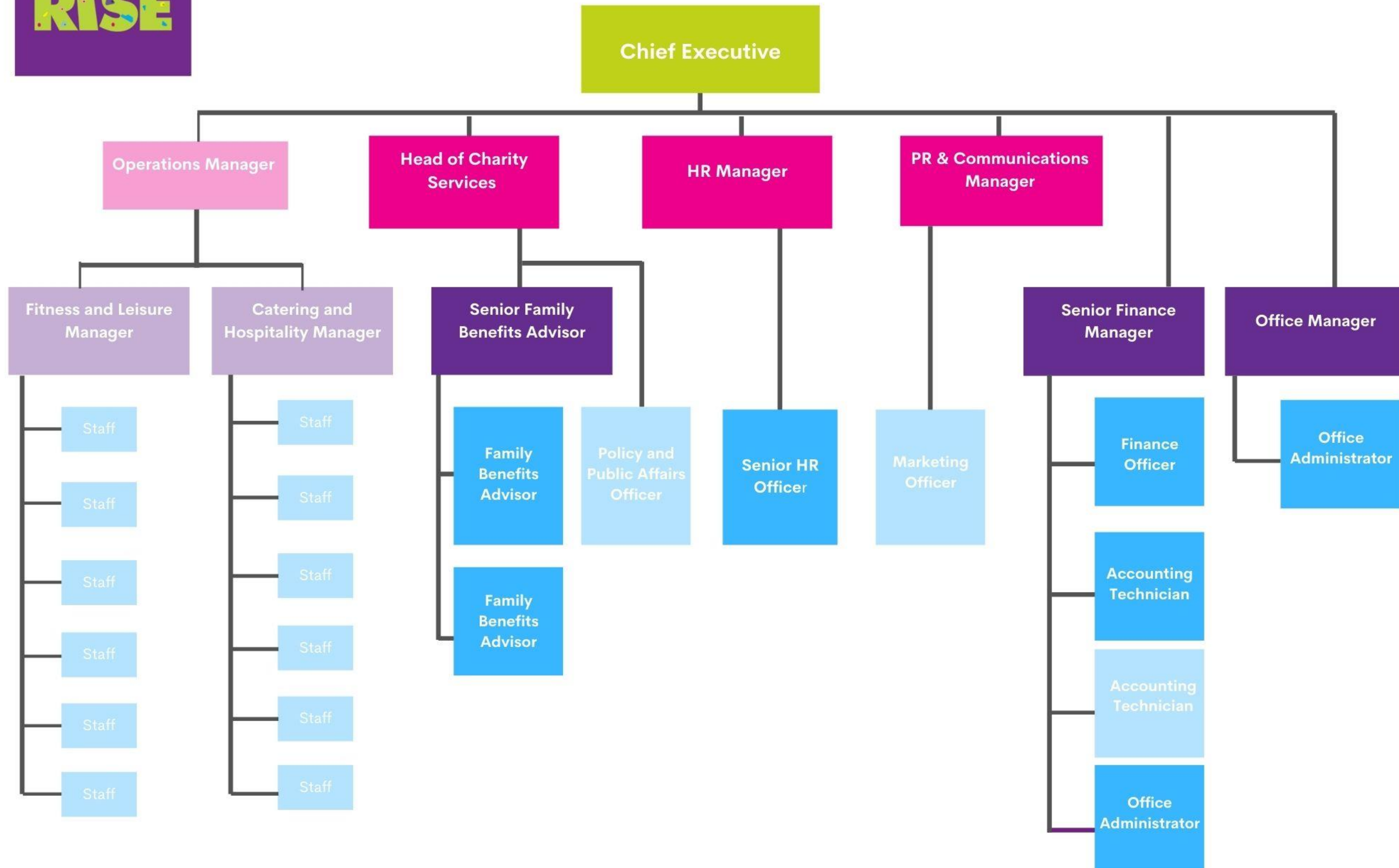
Job Title: Fitness and Leisure Manager

Factors	Essential Criteria	Desirable Criteria
Qualifications	Climbing wall award or qualification	First aid at work certificate
Experience	<p>Minimum of 3 years' experience gained during the last 5 years working as a team leader in the sports and leisure industry</p> <p>Previous climbing experience either within a work or leisure capacity (Clip 'n Climb training will be provided but applicants must be confident experienced climbers)</p> <p>Experience with tying knots and managing ropes</p> <p>Previous experience of delivering information and/or training to large groups of people</p>	Previous experience of preparing staff rotas
Skills, Aptitudes, Qualities and Behaviours	<p>Confident working to heights of up to 10 metres and physically capable to meet the demands of the role</p> <p>Confident communicating with large groups of people, comfortable working with the members of the public and able to deal with challenging behaviour</p> <p>Good interpersonal skills with strong leadership traits</p> <p>Ability to motivate, develop and coordinate staff in a pressurised environment</p> <p>Possess a positive 'Can Do' attitude and an outgoing, enthusiastic and friendly manner</p> <p>Able to demonstrate initiative and work unsupervised, with good organisational skills and ability to prioritise and multi task</p> <p>Willingness to be flexible and take on other duties in the centre as required</p>	

Knowledge and Understanding	An understanding of the work and vision of Employers For Childcare	Knowledge of relevant H&S safety legislation that will impact on service delivery
Special Circumstances	<p>Flexible with the ability to work evenings, weekends and bank holidays.</p> <p>This post is subject to a basic criminal record disclosure check. This will be applied for through AccessNI.</p> <p>You must be resident in the UK and eligible to work.</p>	



Employers For Childcare organisational structure January 2022



Employee Benefits

- 30 days paid annual leave per annum including bank holidays
- After five years' service one extra annual leave day accrued per annum up to a maximum of five days in addition to the standard entitlement
- Paid time off for routine hospital, doctor, and dentist appointments or to bring child/ren to their appointment (conditions apply)
- Occupational pension scheme – match contribution
- Enhanced sick pay (length of service criteria apply)
- Enhanced maternity pay (length of service criteria apply)
- Enhanced paternity pay (length of service criteria apply)
- Benenden Personal Healthcare (salary sacrifice)
- Travel expenses (conditions apply)
- Company mobile phone (conditions apply)
- Discount for High Rise activities including food and beverages in the Cafe
- Regular events and treats organised and funded by the Social Committee
- Wide range of opportunities to undertake personal and professional development
- Free onsite parking

Application and Interview Process

Application Form

- It is the applicant's responsibility to clearly demonstrate how they meet the criteria listed on the personnel specification.
- All sections of the application form must be completed in full.
- Application forms received after the closing date will not be considered.
- Evidence of educational and professional qualifications will be examined at interview. If any qualifications are 'equivalent to' those stated on the Personnel Specification, please provide evidence to show the qualification is equivalent (i.e. examining body confirmation).
- Completed application forms should be submitted to the HR department. If returning applications by email typing your name in place of the signature is acceptable.
- Canvassing will disqualify.

Equal Opportunities Monitoring Form

- Please return the Equal Opportunities Monitoring Form with your application.
- This information help us promote equality of opportunity for all job applicants, regardless of sex, marital status, disability, community background or ethnic origin.
- Our recruitment policy operates on the merit principle, i.e. we select the best person for the job. Only the job application form is considered by our recruitment panel, who shortlist and interview for vacancies. The monitoring questionnaire is retained for compiling statistical information.

Interviews

- Closing date – 5pm Tuesday 25 January 2022
- Interviews will be held early February 2022

Applicants invited to interview should let us know immediately of any special requirements.

Reference Checks

We carry out rigorous reference checks on all potential employees and may make contact with previous employers for up to 10 years. References will not be sought without prior approval of the applicant.

Vetting

The successful applicant will be required to complete an AccessNI check prior to the confirmation of appointment. Please be advised that Employers For Childcare adheres to the Access NI Code of Practice; has a policy on the Secure Handling, Use, Storage and Retention of Disclosure information and has a policy on the recruitment of ex-offenders, copies of which are available upon request from the HR Department.

Table of Rehabilitation Periods

The table below outlines the rehabilitation periods after which many of these sentences will be considered 'spent'. This means an applicant may answer "no" if asked about a criminal conviction or record unless the job to which they are applying is an 'excepted' one. A criminal record will not necessarily be a bar to obtaining a position.

Custodial sentences of over 2½ years can never become spent

	Rehabilitation Period	
	Aged 18 or over upon conviction	Aged under 18 upon conviction
Prison (immediate or suspended sentence) or Young Offender Institution-more than 6 months but less than 2½ years	10 years	5 years
Prison (immediate or suspended sentence) or Young Offender Institution-6 months or less	7 years	3.5 years
Fine or Community Service Order, Combined Orders	5 years	2.5 years
Absolute Discharge	6 months	
Probation Order, Bind Over, Conditional Discharge, Care/Supervision Order	Date order ceases or 1 year (after date of conviction) - whichever is longer	
Attendance Centre Order, Juvenile Justice Order, Youth Conference Order, Community Responsibility Order	1 year after the Order expires	
Hospital Order (with or without restriction)	5 years (after date of conviction) or 2 years after the Order expires - whichever is longer	