

# GREAT AYCLIFFE TOWN COUNCIL



## ***CANDIDATE INFORMATION PACK***

Post	Golf Shop Administrator
Closing Date	Noon, Thursday 21 <sup>st</sup> March 2019
Interview Date	Thursday 4 <sup>th</sup> April 2019

## **Introduction to Great Aycliffe**

Great Aycliffe Town Council is probably the largest Town Council in the country, employing around 70 full and part-time staff, and spending up to £3 million per year, with a net budget or precept of £1.571 million in 2018/19.

Great Aycliffe is situated in the south west of County Durham and comprises the town of Newton Aycliffe and the villages of Aycliffe and School Aycliffe. The population of Great Aycliffe is approximately 26,400.

Great Aycliffe is a vibrant community, set in an attractive semi-rural setting. It is bounded on all sides with open countryside and the area administered by the Town Council contains many attractive green spaces.

The town centre has a mix of individual retail outlets and smaller chain stores, with individual retail outlets in neighbourhood areas. A wider range of shopping facilities is available in Durham, Darlington and Bishop Auckland.

Schools in the area are generally good, and are increasingly linked to the higher education network. The towns and villages have excellent road links to the A1, and the town has a train station on the Darlington to Bishop Auckland rail line.

The industrial estate comprises 230 hectares and is a base for a mix of local, national and international companies, providing around 8,000 jobs.

There are a wide range of clubs, associations and societies active in the area, and a number of play and leisure facilities are provided by Great Aycliffe Town Council and Durham County Council.

The Town Council managed Oak Leaf Sports Complex and Golf Complex are valued and well used by local residents and visitors.

Housing conditions are generally well above average, with no homes in the area falling below the Decent Homes Standard. Significant levels of new house building mean that Newton Aycliffe can offer a wide choice of starter, family and executive homes to new residents coming to the area.

As with much of the North East, the highly attractive environment can, however, serve to mask some of the problems inherent in the area.

The region is the poorest region in the United Kingdom and the gross domestic product of the Durham Tees Valley area lags behind the national and EU average.

Over the last 15 years, the North East has been able to access significant resources from both UK and European governments to support a wide programme of regeneration.

This has helped the North East undergo a process of transformation from an economy traditionally based on heavy engineering and manufacturing, with a lower skills base, towards the more modern, higher skilled mixed economy visualised in the regional economic strategy.

There are 30 Councillors on the Town Council, serving 8 wards:

Byerley Park, Horndale and Cobblers Hall	-	6 Members
Shafto & St Mary's	-	4 Members
Woodham	-	6 Members
Neville	-	2 Members
West Ward	-	6 Members
Aycliffe Village	-	1 Member
Simpasture	-	2 Members
Aycliffe Central	-	3 Members

The Council conducts its business through three major committees, Policy and Resources, Environment and Recreation, supported by a number of Sub Committees and Working Groups, including Audit Sub Committee, Asset Management Working Group and Service Review Working Group.

### **Services Provided by Great Aycliffe Town Council**

- Run the Oak Leaf Sports Complex
- Run the Oak Leaf Golf Complex
- Manage and maintain Stephenson Way Cemetery and West Cemetery
- Manage and maintain five allotment sites
- Manage and maintain six parks and a number of play areas
- Provide sports pitches
- Run a programme of annual special events including the Aycliffe Festival, senior citizens' trips, fun in the parks, Santa tours, and the firework display
- Maintain various open space, trees, village greens, woodland, nature areas and the Great Aycliffe Way
- Provide bus shelters, public seating and litter and dog bins
- Run two pre-school learning centres at St. Oswald's Park
- Provide CCTV cameras
- Provide Christmas lights
- Run an environment centre for local organisations and schools
- Work in partnership to deliver services and make the case for Great Aycliffe
- Comment on planning applications

## **Oakleaf Golf Complex**

The Oakleaf Golf Complex is situated at School Aycliffe Lane, Newton Aycliffe, Co. Durham, DL5 6QZ and is provided and run by Great Aycliffe Town Council.

It consists of an 18-hole golf course, in a picturesque, scenic parkland setting, an 18-bay floodlit driving range and golf shop premises, with changing rooms.

Further details of the facility are available by logging on to the Council's website at [www.great-aycliffe.gov.uk](http://www.great-aycliffe.gov.uk)

## **Council Recruitment Policy and Procedure**

A job advertisement will be drafted setting out a summary of the main duties of the post as set out in the job description, the grade and working hours, and a summary of the qualifications, skills, experience the personal attributes required to fulfil the requirements of the post, as set out in the person specification.

Adverts will be placed on the Council web site, Job Centre Plus, in local newspapers, and any other appropriate website or specialist magazine.

A Candidate Pack, which includes the application form, job description, person specification, equal opportunities questionnaire and information on the Council and the specific service area, will be sent to each applicant.

A closing date will usually be set for approximately two weeks after the advert has been published.

Shortlisting will take place immediately after the closing date.

The short listing process will first discard all applicants who do not meet the essential criteria as stated in the person specification and will then consider how well the remaining applicants meet the desirable criteria and rank each candidate in priority order or scoring order.

Interviews are usually held one to two weeks after the short listing process.

A practical session may form part of the interview and will be arranged before the formal interview takes place.

Interviews will be conducted by senior officers, and occasionally Members depending on the grade and each applicant's knowledge will be tested using the interview questionnaire and an appropriate scoring system.

The position will be offered to the successful candidate subject to the receipt of satisfactory references, a satisfactory medical report and proof of qualifications (no photocopies accepted).

The successful applicant will only be allowed to start work after the receipt of this information, unless they are undergoing training or shadowing another member of staff.

Each successful applicant will then undertake the Council's Induction Programme, which includes briefings, training, and the issue of forms, policies and procedures.

## Guidance Notes for Completion of the Application Form

Thank you for showing an interest in the vacancy we advertised. Before you fill in your application, please read the following notes. We hope you find them helpful.

**Please do not send us a CV (career summary) as we will not be able to consider it. When filling in the application form, type or write clearly in black ink.** This helps us with photocopying. In exceptional circumstances if you are unable to complete an application form a CV will be accepted. This must be agreed with the Town Clerk.

In the interests of economy, receipt of your application will not be acknowledged unless you enclose a stamped addressed envelope or an e-mail address.

**If you have not been contacted with regard to your application within four weeks of the stated closing date, please assume that it has been unsuccessful.**

Please check the cost of postage as some applications weigh more than the usual first or second class postage prices.

Applications should be sent to:

Great Aycliffe Town Council  
Council Offices,  
School Aycliffe Lane  
Newton Aycliffe,  
Co. Durham.  
DL5 6QF

Applications can be e-mailed to [info@great-aycliffe.gov.uk](mailto:info@great-aycliffe.gov.uk) these can be signed at the interview.

### Recruitment Timetable

The selection process will involve an interview which will take place at the Council Offices with the Section Manager and a Senior Officer. **Short listed applicants will be notified by letter.**

The timetable is as follows

**Closing Date**            **21<sup>st</sup> March 2019**

**Shortlisting**            **21<sup>st</sup> March 2019**

**Interviews**            **4<sup>th</sup> April 2019**

If you have any queries on any aspect of the appointment process, or require additional information or merely wish to have an informal and confidential discussion, please contact the Town Clerk, Andrew Bailey on 01325 300700, or email [andrew.bailey@great-aycliffe.gov.uk](mailto:andrew.bailey@great-aycliffe.gov.uk).

For further information about Great Aycliffe Town Council, please visit the council's website at [www.great-aycliffe.gov.uk](http://www.great-aycliffe.gov.uk)

When we are recruiting our new employees we use the following documents:

**Job Description**            **Person Specification**            **Application Form**

A description of each document is set out on the following page.

## **Job Description**

This provides you with full details of the post and sets out the post name, grade, hours and the main responsibilities and duties of the job.

## **Person Specification**

This is the most important document which explains exactly what we are looking for from the ideal candidate for the job.

It explains your knowledge and experience, qualifications and training, skills and personal attributes that we feel are required to enable you to do the job effectively.

We call these 'criteria' and use these to short list candidates for interview.

**'Essential'** criteria are those which you must have to successfully carry out the responsibilities of the job. You should ensure that you meet most of the essential criteria for the job if you wish to be shortlisted for interview.

**'Desirable'** criteria are those additional requirements which may also be used if too many forms are received which meet the 'essential' criteria.

**You should ensure that in completing your application form, that you clearly demonstrate how you meet these specific criteria.**

## **Application Form**

If you want to apply for more than one job, please fill in a separate application for each job.

It is always a good idea to make a rough draft first. Check through your draft to make sure that it is clear and that it covers all the person specification criteria, before you fill in the form.

Please give all the information you think we may need, as we cannot guess or assume anything about you.

You may wish to complete the sections on 'duties and responsibilities' and 'supporting information and experience' by using a word processor and then attaching the printed sheets to the form.

## **Current or Most Recent Employment**

Please give details of your current or most recent employer first including the name and address, post held, date appointed, salary, notice period, and, if you have already left the employment the date and reason for leaving.

## **Duties and Responsibilities**

Please provide a full list of your main duties and responsibilities in your current or most recent employment. Try to demonstrate how your duties and responsibilities are relevant to the job description for the post for which you are applying.

## **Previous Employment**

Please provide details of your previous employers, listing the most recent first including name and address, the position held, salary, dates from and to and reason for leaving.

## **Supporting Information and Experience**

Please provide details of any supporting information that you think may be relevant to the job you are applying for, and in particular how you meet the requirements of the person specification.

You will need to provide enough information so that we can assess whether you would successfully meet the requirements of the job.

For example, if the job requires experience of report writing, tell us about the type of reports you have written, the main contents and who the reports were for, or if the job requires good analytical and numerical skills, provide examples of how you have applied these skills in your previous jobs.

You may also have relevant experience from activities outside work. This could demonstrate the sort of qualities that we are looking for just as much as any work experience. For example, you may have skills and experience from running a club or voluntary group.

## **Education and Qualifications (Secondary and Further Education)**

Please provide full details of your education at secondary school level i.e. GCSE and A Levels, and during further education e.g. HND's, Degrees providing details of the school, college or university, subjects studied, the qualification and the grade achieved.

Be as comprehensive as possible.

The advertisement and person specification will indicate if a qualification is essential for the role.

All offers of employment are subject to proof of relevant professional qualifications and membership documents of any professional bodies. You may have gained further relevant knowledge, skills and abilities from other training opportunities, ensure that you make reference to this.

## **Technical or Professional Membership**

Please provide full details of any further technical qualifications or membership of professional bodies including the institute, grade of membership and year of election.

## **Further Training or Development**

Please provide details of any further training or development that you have undertaken at work or outside of work, for example, computer related training, management training etc.

## **Sickness Absence and Other Information**

Please provide details of any sickness absence during the last two years, including details of days and periods of sickness, as well as details of your doctor.

Please note that your sickness record will be verified via your references and that the successful applicant will be required to undertake a medical examination (at the Council's expense) and any job offer will be subject to receipt of a satisfactory medical report.

You must also confirm that you have a driving licence and access to a car and that you are not related to anyone at the Town Council.

## **Personal Details**

It is very important that you complete this section fully and provide contact numbers and an email address if available.

## **References**

Please ensure that you provide details of two referees with which we can confirm the information given with your application, as well as providing us with information relating to absence, disciplinary record and suitability for the position applied for.

One of the references must be from your present or most recent employer and, if you are a recent school leaver, one should be the Head Teacher of your last school.

References will be sought for the successful candidate after the job offer has been made.

## **Equal Opportunities**

Please also complete and return the Equal Opportunities Monitoring Form.

This enables Great Aycliffe Town Council to follow the recommendations of the Equality Act 2010, that employers should monitor selection decisions to assess whether equality of opportunity is being achieved.

The information on the form will be treated as confidential and used for statistical purposes only.

The form will not be treated as part of your application.

## **If You Have a Disability**

If you have a disability which prevents you from meeting any of the criteria, tell us about this in your application. Please tell us what we could do to help you meet the criteria.

If you need help in filling in the application form or need information in a different format (for example large print), please let us know. If you have a disability we will offer you an interview as long as you meet the essential requirements of the job.

'Disability' can be defined as follows:

*'A physical or mental impairment which has a substantial and long-term effect on the person's ability to carry out normal day to day activities'*

## **Data Protection**

The information on this form may be entered onto a computer and used for statistical, administrative and payroll purposes. Under terms and conditions of the DATA PROTECTION ACT 1998 the data will be treated in a secure and confidential manner and not kept for longer than necessary.

## **Recruitment Survey Form**

It would be very much appreciated if you complete and return this questionnaire whether or not you intend completing the application form.

The information contained within the questionnaire will be used for analysis and will not form any part of the selection process. Thank you for your co-operation in completing this form.

**GREAT AYCLIFFE TOWN COUNCIL  
OAK LEAF GOLF COMPLEX**

**JOB DESCRIPTION**

**POST:** Golf Administrator  
**RESPONSIBLE TO:** Town Clerk  
**SECTION:** Golf Complex  
**SALARY:** Scale Point 9

**Purpose of the Job**

To oversee the provision of an effective and high-quality service at the Council's Oak Leaf Golf Complex or at such other premises owned by the Council at which such services are provided in line with the relevant Council policies and procedures.

**Main Duties and Responsibilities**

- 1 To compile and manage the golf shop staff rotas, ensuring that all shifts are covered whether for annual leave or absence and that weekly timesheets are completed and authorised.
- 2 To act as liaison between golf shop staff and the Council Management Team.
- 3 To provide a professional initial contact to users of the Golf Complex including face to face, over the telephone and social media.
- 4 To manage the social media accounts for the Golf Complex ensuring they are up to date.
- 5 To provide information to customers on activities, facilities, events.
- 6 To take tee, visiting parties and golf lesson bookings and to maintain the appropriate records thereof in accordance with the rules and procedures.
- 7 To receive payment from, and issue receipts to, those using, purchasing goods or hiring equipment of any description sold or hired at the Oak Leaf Golf Complex (including membership cards) in accordance with the rules and procedures.
- 8 To take receipt of items of lost property and enter details in the Lost Property System.
- 9 To undertake the administration of the golf membership system.
- 10 To assist the Finance Section with the administration of the membership database.
- 11 To undertake basic clerical and I.T. duties as requested.
- 12 To ensure the highest standard of customer care is delivered to all customers.
- 13 To assist with the range ball picking as required.

- 14 To be responsible for opening and closing the building, including setting the alarms.
- 15 To undertake the cashing up of the till at the end of the day.
- 16 To attend the Golf Complex, when required, on an emergency basis as a nominated 'key holder'.
- 17 To liaise with the Golf Club Section as appropriate.

### **Equipment / Stock**

- 18 To be responsible for the security of stores and equipment.
- 19 To place orders with designated companies ensuring the appropriate paperwork is completed. Accept deliveries, check against delivery notes, highlighting any discrepancies, chase credit notes and finalise payments in line with Council policies and procedures.
- 20 To ensure the minimum stock levels are maintained for the service.
- 21 Issue equipment when required, keep stock records up to date including the preparation of write offs and inventory records for the Town Clerk to authorise.
- 22 To reconcile vending machines and update records accordingly.

### **Health & Safety**

- 23 To fulfil the post holder's duties as set out in Council's Health and Safety Policies.
- 24 Ensure a safe working environment for yourself, member of your team, members of the public and others who may be affected by your team's activities.
- 25 Take reasonable care of your own health and safety and co-operate with the Town Clerk and other managers, so far as is necessary, to enable compliance with and fulfilment of the Council's health and safety rules and legislative requirements.
- 26 Administer first aid in the event of an accident and ensure that the required forms are fully completed.

### **General**

- 27 To interrogate the Torex Leisure Management system to generate usage statistics.
- 28 To proactively seek innovative promotions, special offers and other initiatives to increase golf usage.
- 29 To collate and provide information for the relevant committee meeting.
- 30 Participate in team meetings and contribute ideas, etc where possible.
- 31 Report any damage or maintenance problems discovered as a result of carrying out designated duties.
- 32 To adhere to all Council policies and procedures.
- 33 To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post thereby ensuring an effective service is maintained.

- 34 Adhere to the staff rota and cover vacant shifts as requested.
- 35 To liaise with green keeping staff as required.
- 36 To undertake such other duties, commensurate with the grade and responsibilities, as may be required from time to time by the Town Clerk.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.

**GREAT AYCLIFFE TOWN COUNCIL**

**PERSON SPECIFICATION**

**JOB TITLE:** Golf Shop Administrator

**SECTION:** Golf Complex

**GRADE:** Scale Point 9

<b>REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>HOW IDENTIFIED</b>
<b>QUALIFICATIONS</b>	4 GCSEs or equivalent, including English and Maths	Business Management or Administration qualification  First Aid qualification	Application Form  Original Certificates
<b>EXPERIENCE / KNOWLEDGE</b>	Experience of dealing with the public  Experience of acting as the first point of contact  Understanding of health and safety at work  Experience of working in a retail setting  Golf/shop/golf equipment knowledge  Administration/financial Systems experience	Driving range experience  Understanding of data protection requirements  Experience in using an integrated computer booking and payment system  Experience of handling money	Application Form and Formal Interview
<b>SKILLS</b>	Use of computerised till  Full driving licence  Good communication skills  Clerical and I.T. skills  Customer care skills  Ability to train members of staff	Social media and website updating skills	Application Form and Formal Interview

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<p><b>PERSONAL ATTRIBUTES</b></p>	<p>Reliable</p> <p>Flexible approach to working hours</p> <p>Able to work weekends, evening and Bank Holidays</p> <p>Able to remain calm under pressure and take responsibility</p> <p>Ability to lead golf team</p> <p>Prepared to wear a golf uniform</p> <p>Team player as part of golf, greenkeeping and Sports Complex team</p>		<p>Application Form and Formal Interview</p>