



Job Description

Our Charity

We are an independent, regional sports development charity supporting the people of Nottinghamshire. We use the power of sports and Notts County Football Club to engage and empower local communities and the individuals they serve. Registered charity number 1091927.

Job Title:	Leisure Centre Attendant
Responsible to:	Duty Manager
Responsible for:	N/a
Location:	The Portland Centre
Document Created (month & Year)	April 2021

Equality, Diversity, and Inclusion

We value the diversity of our staff and welcome applications from people from protected groups under the Equality Act 2010, this specifically includes age, gender, sexual orientation, gender identity/reassignment, race, religion, disability, pregnancy and maternity and marriage and civil partnership.

Overview of the role

To assist the staff in the preparation of Centre facilities in the highest standard for use by the public. To undertake a range of duties which will include gym inductions, teach gym based classes, set up and break down of sports equipment and general maintenance and cleaning of our centre and to oversee the general safety and behaviour of the public to prevent injury, misuse and damage to our centre.

The Leisure Centre Attendant will be an all-round leisure attendant with the ability to be deployed in a number of areas: greeting visitors, lifeguard, additional staff presence in the gym, setting up the sports hall/classrooms/ ready for customer bookings.



Key Accountabilities & Responsibilities:

- Provide a warm, friendly, and efficient welcome to customers, check them in, answer their queries, and direct them to the appropriate location.
- Be a contact point for customers, wherever you are deployed.
- Be able to give customers accurate information about the Portland Centre, and its activities, face to face, and over the phone.
- Undertake regular building checks to ensure that high standards of cleanliness are being maintained and carry out reactive cleaning duties to support our cleaning team.
- Adhere to and help enforce all Health and Safety standards, centre rules, regulations, and policies
- To be able to work flexible and unsociable hours where the role of the job requires.
- Comply with all Charity policies.
- Maintain the highest standards at all times.
- Ensure five-star customer service at all times.
- Ensure that equipment for bookings is set up in good time.
- Promote the Notts County Foundation and The Portland Centre brand and ethos in a professional, strong and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- To understand and implement the Club's Safeguarding policy, procedures and best practice guidelines in your role.
- To use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- A commitment to equality and diversity in the workplace.
- Willingness to attend training courses including Safeguarding and Equality and Diversity.
- Demonstrate the Charity's values at all times.
- Undertake any other duties appropriate to this role.
- Develop new programmes and activities to maximise use of the facility.

Human Resources Key Tasks

- Being a participating member of Notts County Foundation and The Portland Centre wider team
- Line management of staff including Appraisals, reviews and training needs analysis

Safeguarding Key Tasks

Notts County Foundation (NCF) believes that safeguarding and the protection of all children, young people and vulnerable adults is everyone's responsibility. Staff working on behalf of Notts County Foundation must ensure that:



- They recognise the position of trust they have by working for Notts County Foundation
- Their behaviour is always appropriate
- They observe and put into practice all policies, procedures and processes established for the safety and protection of children and adults
- They follow the procedures for responding to signs and suspicions of abuse
- In every respect, the relationship they form with children and adults are appropriate

Health & Safety Key Tasks

- To comply with requirements of the Health & Safety at Work Act 1974 and all supplementary legislation
- To ensure all health and safety checks are completed on a daily/weekly/monthly basis where necessary and complete and actions any health and safety concerns
- Ensure the safe and effective use of instruction and advice is offered to service users by monitoring the quality of content and delivery

Training Key Tasks

- To attend regular staff training sessions, be they held in-house or externally
- To maintain and develop own professional knowledge and awareness.
- To undertake any other duties and responsibilities required commensurate with the grade and level of responsibility for the post.
- Promote the activities of Notts County Foundation
- To support the delivery of other key areas of the business as required.

General Duties

- To attend and contribute to regular staff meetings
- To participate in all staff Notts County Foundation appraisal and supervision processes
- To follow by Notts County Foundation policies and procedures at all times including Health and Safety, Equal Opportunities and Confidentiality
- To act as an ambassador for Notts County Foundation at all times
- To undertake any other duties that may be required as deemed appropriate

Our package includes

- Competitive salary
- 20 days of holiday plus 8 public holidays + extra days off during Christmas Period
- 3% employer pension contribution (upon successful completion of probation)
- Family friendly flexible working arrangements
- Gym membership at The Portland Centre
- Access to a mental Health specialist
- Access to season tickets to Notts County Football Club
- Personal growth is a key and we invest in learning and development opportunities.
- We are a sociable bunch and host pay day drinks, quarterly lunches, quiz nights and cultural and sporting activities to socialise and have fun with your colleagues.



Personal Specification

Category	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • Level 2 gym instructor • NPLQ Lifeguard qualification 	<ul style="list-style-type: none"> • Health and Safety qualification • First aid certificate. • Fire Marshal certificate. • Pool plant qualification • Exercise Class Qualification
Experience / Knowledge	<ul style="list-style-type: none"> • A strong operational background in a similar field such a gym or leisure centre • Experience of opening and closing building including security checks • Experience of both wet and dry facilities. 	<ul style="list-style-type: none"> • Knowledge of how a Leisure / Community Centre operates • A keen interest in helping people achieve their goals
Personal Qualities/Attributes	<ul style="list-style-type: none"> • Experience of problem solving, customer service • Adaptable and flexible to a changing environment • Ability to multi-task and deliver results 	
Special Conditions	<ul style="list-style-type: none"> • Has access to own car • Willingness to travel for business reasons • Work outside normal office hours, including weekends, when required 	