



Notts County Foundation

Inspiring active change

Notts County Foundation (NCF) is the independent *charitable* arm of Notts County FC. For over 30 years, our dedicated team has been using the power of football and the benefits of sport to make a real difference within our local communities.

Our wide range of programmes cover sport, fitness, health, inclusion, NCS and education – transforming the future outlook for many and leading to positive change within people’s day-to-day lives.

We take pride in our long-standing affiliation with Notts County FC – a community driven club that has provided fun, enjoyment and a sense of belonging for the people of Nottingham and Nottinghamshire for generations. By working together, we continue to inspire active change for those we serve.

Our mission statement is: **We use the power of sport and physical activity to transform the health and wellbeing of local communities.**

The mission is underpinned by Notts County Foundation’s **FIVE** core Values

- **We inspire:** Acting as role models, aiming to bring the best out of people
- **We are Innovative:** Thinking outside the box, making the unachievable happen
- **We are community driven:** Cohesion throughout our networks: participants, staff, funders and local partners
- **We show integrity:** Committed to doing what we said we would do
- **We are ambitious:** striving to grow and achieve.

Our impact on the community will be through the following areas of work:

- Sport and Inclusion
- Health
- Education
- NCS
- The Portland Centre



Job Description

Job Title:	Receptionist
Responsible to:	Duty Manager – Fitness and Sales
Location:	The Portland Centre
Contracted Hours:	22.5 hours per week
Salary:	£13,384.80

Overview of the role

As a receptionist you will be responsible for manning the reception desk for The Portland Centre, a historical building at the heart of the local community.

You will act as the initial contact point for all enquiries, bookings, sales, comments and complaints made in person, on the phone or via email. Providing a high standard of customer service at all times.

Key Accountabilities & Responsibilities

- To act as a receptionist within a shift system to undertake the manning of the reception desk, working within current Notts County Foundation processes, policy and procedures. Ensuring the highest standards of health and safety, cleanliness and customer care.
- To act as the first point of contact for customers and contractors, dealing with enquiries, bookings, sales, comments and complaints.
- To provide excellent customer service.
- To take all in person, phone and email enquiries and bookings, following current procedures, directing enquiries as necessary to the appropriate person.
- To manage bookings and sale of goods using the leisure management system.
- Deal with membership enquiries, sign ups and filing of forms according to procedure.
- Maintain security for the building by checking the validity of users and providing passes to contractors.
- To ensure the reception area and all items of stock and monies are always secure.
- Maintain stock levels of sellable goods, complete stock control records and report low stock levels to Duty Manager.
- Receive, secure and record details of all lost and found property and care of valuables.
- Maintain a clean and safe working environment and complete relevant check sheets.
- To ensure that all data protection procedures are followed and adhered to.
- To be aware of, understand and put into practice safety instructions and emergency procedures.
- Assist Duty Manager in the opening/closing of the reception area according to procedures.
- Carry out day-to-day instructions given by Duty Manager.
- Assist in administrative duties relating to the operation of the facility.

Financial Key Tasks

- To receive appropriate admission, booking fees and to issue receipts/tickets for such fees.
- Control of reception float and takings, banking funds according to company procedures.
- To ensure that all cash, cheques and other monies are secured at all times and relevant paperwork completed.

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.

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.
- Ensure safeguarding is embedded within the organisation.
- To act as an ambassador for Notts County Foundation at all times and promote the activities of the Notts County Foundation.
- To undertake any other duties and responsibilities required to, commensurate with the grade and level of responsibility for the post.
- To support the delivery of other key areas of the business as required.

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.

Safeguarding Statement

Notts County Foundation (NCF) operates a child centred approach to safeguarding and where concerns about the welfare of a child or adult at risk exists, staff will always act in the best interests of the child or adult at risk.

The Foundation fully acknowledges and accepts its responsibility for the well-being and safety of all children and adults at risk engaged in Foundation activities. It is the duty of all staff working at the Foundation to ensure they safeguard children and adults at risk by creating an environment that protects them from harm.

Notts County Foundation believes that the general wellbeing, welfare, and safety of all children and adults at risk engaged in Foundation activities is of the utmost importance. NCF will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters, carried out in a spirit of partnership and openness with the child or adults at risk, family and the relevant local authority.



Personal Specification

Category	Essential	Desirable
Education/ Qualifications	<ul style="list-style-type: none"> • First Aid at Work. 	
Experience / Knowledge	<ul style="list-style-type: none"> • Basic level of computer literacy. • Have experience of working with the public, face-to-face and on the telephone. • Be able to communicate with all levels of staff and different user groups. • Have excellent interpersonal skills and customer care. • Ability to work calmly and professionally when under pressure. 	<ul style="list-style-type: none"> • Experience in operating Legend or comparable leisure management software. • Experience of using electronic point of sale devices e.g. tills, chip & pin. • Experience in a retail or sales based environment.
Personal Qualities/Attributes	<ul style="list-style-type: none"> • Strong organisation skills and able to prioritise and multi-task. • Work well as part of a team and independently, exercising initiative. • Adaptable and flexible to a changing environment. • Good understanding of customer care practices and be flexible with duties undertaken. • A personality that shines. • Enthusiastic and helpful nature. 	
Special Conditions	<ul style="list-style-type: none"> • Rotating shift pattern which includes early mornings, evenings, and weekends. • Subject to advance DBS check before starting. 	

Our package includes:

- 20 days of holiday plus 8 public holidays and extra days off during Christmas period.
- 3% employer pension contribution. (upon successful completion of probation)
- Free Gym and Swim membership at The Portland Centre for you and a family member/friend.
- 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.