



# 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
- The Portland Centre



## Job Description

<b>Job Title:</b>	Duty Manager
<b>Responsible to:</b>	Community Leisure Manager
<b>Responsible for:</b>	Leisure Attendants/Receptionists
<b>Location:</b>	The Portland Centre
<b>Document Created (month &amp; Year)</b>	January 2026

### Overview of the role

As a Duty Manager you will be responsible for overseeing and managing the day-to-day operations of The Portland Centre, a historical building at the heart of the local community.

You will ensure employee productivity, monitoring efficiency of all processes, and creating a positive work environment. You will ensure a high standard of customer service this will include cleanliness, safety and supervision for all customers, visitors, contractors, and staff using the facilities. You will also meet regularly with upper management to stay up to date with organizational changes, issues, and improvements.

### Key Accountabilities & Responsibilities

- To act as a Duty Manager within a shift system to undertake the day to day supervision of the facilities and team, working within current Notts County Foundation processes, policy and procedures. Ensuring the highest standards of health and safety, cleanliness and customer care.
- To be responsible for the health and safety of all customers, staff, and contractors when on shift and act as the appointed emergency first aider and correct administration of 1st Aid, emergency rescues and CPR.
- To be aware of, understand and put into practice safety instructions and emergency procedures.
- Resolve operational problems associated with the day to day running of the team and facilities. Reporting maintenance repair works as required and supervising contractors whilst on site.
- To ensure correct and efficient operation of all building plant and equipment including completing Pool Tests, Pool Balance Water Tests and Backwash of the pool when required. Complete and action if tests fall outside their perimeter.
- To ensure the building is open and ready for use or locked up securely according to the procedures as shown.
- To help in the control of access and ensuring safe use of any facility area and sports equipment.
- To act as a point of contact for customers and contractors, dealing with enquiries, comments and complaints.
- To communicate and engage with the customers, contractors, visitors, and staff.
- Ensure security of all monies completing banking accurately as set out in procedures ensuring financial regulations are adhered to at all times.
- Accurate filling in of forms or reports that relate to normal duties and role.
- Assist in administrative duties relating to the operation of the facility.
- Contribute to market/industry trends research and promotional activity in support of new programmes and initiatives.
- Provide cover for reception when required which will include cash handling, customer queries and bookings.
- To set up, break down, store, and check on equipment when in use, as necessary within manual handling guidelines.
- To carry out lifeguard duties as and when required.
- To undertake cleaning duties to a high standard, working within COSHH regulations.
- Being available as a member of the team to provide assistance, cover or lead activities where necessary.



### People Management Key Tasks

- To be responsible for all members of staff under their line management. Including ensuring high standards of service and care, managing recruitment and selection, grievance, and disciplinary issues, deliver performance appraisal and quarterly reviews.
- Carry out Induction training with team members to ensure competency in all areas of work.
- Identify training needs to ensure the competencies of those staff for whom you are responsible are continually developed.

### 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 Count Foundation believes that the general wellbeing, welfare, and safety of all children and adults at risk engaged in Foundation activities is of the upmost 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
<b>Education/ Qualifications</b>	<ul style="list-style-type: none"> <li>• Current and maintained Pool Plant Operators Qualification.</li> <li>• Current and maintained First Aid at Work certificate.</li> <li>• Current and Maintained National Pool Lifeguard Qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• Exercise Class Qualification</li> <li>• Level 2 Gym Qualification</li> </ul>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>• Minimum 1 year experience in Leisure Management.</li> <li>• Good level of competence in using IT and databases, including Microsoft Office.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in operating Legend or comparable leisure management software.</li> </ul>
<b>Personal Qualities/Attributes</b>	<ul style="list-style-type: none"> <li>• A passion for the industry demonstrated through continuous professional development.</li> <li>• Strong organisation skills and able to prioritise, multi-task and manage own workload.</li> <li>• High level of self-drive and an ability to motivate others.</li> <li>• Work well as part of a team and independently, exercising initiative.</li> <li>• Adaptable and flexible to a changing environment.</li> </ul>	
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• Rotating shift pattern which includes early mornings, evenings, and weekends.</li> <li>• Subject to advance DBS check before starting.</li> </ul>	

### Our package includes:

- **Competitive Salary**
- **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 season tickets to Notts County Football Club**
- **Personal growth is a key, and we invest in learning and development opportunities**