



DUTY MANAGER

Job Description and Person Specification

Job Title: Duty Manager

Responsible to: Leisure Manager

Responsible for: Lifeguards

Salary range: £19,000 - £22,000

Notts County FC Football in the Community: (FITC)

Notts County Football in the Community are a regional sports development charity serving the people of Nottinghamshire. We use the power of Sport and Notts County FC to engage and empower local communities. We are a multi award winning, independent sports development charity. Registered charity number 1091927.

We were established as a community organisation in 1989, meaning in 2019 we proudly celebrate 30 years of operation. To find out more about our work please visit our website

<https://www.nottscountyfc.co.uk/community>

Our outcomes S.H.I.N.E – we impact positively on **S**port, **H**ealth, **I**nclusion, **N**CS and **E**ducation outcomes. We also operate and manage The Portland Centre, our Community hub within the heart of the Meadows.

Role purpose:

The day to day management and running of Portland Leisure Centre, from managing staff to dealing with enquires, complaints and emergencies.

Key Accountabilities & Responsibilities:

- To undertake the efficient and effective management of the Leisure Centre and lead by example.
- To provide excellent customer service
- To be responsible for all members of staff on shift.
- Ensuring high standards of services and care.
- To communicate and engage with the members, customers and staff.
- To be responsible for the health and safety of all customers, staff and contractors when on shift.
- To ensure correct and efficient operation of all building plant and equipment.
- To be responsible for and the reporting maintenance issues of the centre.
- To ensure staff maintain the highest standards of customer care.
- Contribute to market/industry trends research and promotional activity in support of new programmes and initiatives
- The management and logging of utility readings followed by the investigating of high utility readings.
- Problem solve. Ability to think on feet and analyse problems and determine appropriate action.
- To undertake any other duties and responsibilities required to, commensurate with the grade and level of responsibility for the post.
- Ensure safeguarding is embedded within the Organisation
- Promote the activities of FITC
- To support the delivery of other key areas of the business as required.



Human Resources

Key Tasks

- Manage lifeguard staff on a daily basis and performance manage where needed.
- Manage the lifeguard rota to ensure staffing levels are correct and holidays covered.
- Support with disciplinary processes in line with organisation procedures.
- Working with the Senior Administrator to ensure correct recruitment procedures are followed in line with the Safer recruitment policy.
- Being a participating member of the FITC Management Team and relevant Committees.
- Encourage all members of staff to recognise and fulfil their statutory responsibilities to FITC Participants and customers.

Financial

Key Task

- Money handling and secure procedure for weekly takings
- To establish financial and other resource needs for centre growth and improvement
- Ensure that all funders' contractual obligations are being met.
- Ensure all staff timesheets and Salary information are completed in full and submitted to the Senior Administrator on time.

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 weekly/monthly basis were necessary

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 to, commensurate with the grade and level of responsibility for the post.
- Ensure safeguarding is embedded within the Organisation
- Promote the activities of FITC
- 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 the all staff FITC appraisal and supervision process
- To follow by FITC policies and procedures at all times including Health and Safety, Equal Opportunities and Confidentiality
- To act as an ambassador for Notts County Football in the Community at all times
- To undertake any other duties that may be required as deemed appropriate

Safeguarding

Key Tasks



Football in the Community (FITC) believes that safeguarding and the protection of all children, young people and vulnerable adults is everyone’s responsibility. Staff working on behalf of FITC must ensure that:

- They recognise the position of trust they have by working for FITC
- 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

PERSON SPECIFICATION

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Essential	Desirable
<ul style="list-style-type: none"> • A National Pool Lifeguard Qualification • Experience of problem solving, customer service and staff management • Experience in wet dry and fitness facilities • A passion for the industry demonstrated through continuous professional development • Strong people management skills • Strong organisation skills and able to prioritise, multi-task and manage own workload. • Strong written and verbal communication skills. • Good level of competence in using IT and databases, including Microsoft Office • Ability to multi-task and deliver results on time and within budget • High level of self-drive and an ability to motivate others 	<ul style="list-style-type: none"> • Pool Plant Operators Qualification • First Aid at Work certificate • Leisure Management qualification • Managing a staffing rota to ensure staff levels are correct and holidays covered • Experience in recruitment and training lifeguards • Work well as part of a team and independently, exercising initiative • Adaptable and flexible to a changing environment • Knowledge of the sport development sector within Nottinghamshire & East Midlands

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.