Notts County Foundation

DUTY MANAGER

THE PORTLAND CENTRE

Help lead a safe, welcoming and inclusive community facility at the heart of The Meadows.

SALARY	HOURS	LOCATION	REPORTS TO
£25,000 - £28,500	40 hours per week	The Portland Centre	Community Leisure Manager

Notts County Foundation is the independent charitable arm of Notts County FC. For over 30 years, our team has used football, sport and physical activity to make a real difference within local communities.

This exciting role sits at the operational heart of The Portland Centre, helping ensure that every shift is safe, well organised, customer-focused and responsive to the community it serves.

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ABOUT THE ROLE

The Portland Centre holds centre stage in our new strategy **'Transforming Communities the Notts County Way 2026-2028'** and as such the Duty Manager role is more than one for a traditional Leisure Centre. Along with colleagues, you will drive community engagement activities, involving communities that are amongst the most marginalised in society.

Our developing offer builds on the work of our award-winning coaches that deliver impactful programmes including; Cancer and Rehabilitation, Healthy Hearts, Premier League Kicks, Holiday Clubs, Walk & Talk, Youth Employability and our Alternative Provision.

During the life of this strategy, we will provide a food pantry, well-being spaces, social clubs and a social prescribing approach that signposts people to services within the building and to trusted local community partners; an eco-system that will provide wrap around support to those in need.

As Duty Manager, you will oversee and manage the day-to-day operations of The Portland Centre, a historic building at the heart of the local community.

You will ensure employee productivity, monitor the efficiency of operational processes and help create a positive working environment. You will maintain high standards of customer service, cleanliness, safety and supervision for customers, visitors, contractors and staff.

Key Accountabilities & Responsibilities

- Act as Duty Manager on set shifts, supervising staff and daily operations to ensure excellent health and safety, cleanliness and customer service.
- Ensure the building is open and ready for use or locked up securely.
- Manage shift operations, including staff allocation, timely setup of bookings and completion of cleaning tasks.
- Perform routine checks and consistently follow health and safety procedures and emergency procedures.
- Act as the primary point of contact for customers, contractors, visitors and staff, handling enquiries, comments, complaints and general communication.
- Resolve operational problems associated with the day-to-day running of the team and facilities.
- Ensure security of all monies, completing banking accurately and adhering to financial regulations.
- Provide cover for reception, lifeguarding, setups and cleaning duties as required.

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PEOPLE, COMMUNITY & SERVICE

People Management Key Tasks

- Be responsible for staff under your supervision and line management, ensuring high standards of service and care and supporting recruitment, grievance, disciplinary, appraisal and quarterly review processes.
- Carry out induction training with staff to ensure competency in all areas of work.
- Identify training needs so that staff competencies are continually developed.

Additional Focus - Community Development

- Support the organisation, coordination and involvement of community groups and user groups, strengthening belonging and trust.
- Support community consultation through Legend, the booking and management platform.
- Integrate satellite services such as Family Hubs, complementary therapies and welfare advice.
- Work with the Foundation's Education, Health and Sport & Inclusion teams to design and develop projects that meet identified community need.

Training & General Duties

- Attend regular staff training and maintain and develop professional knowledge and awareness.
- Attend and contribute to staff meetings and appraisal/supervision processes.
- Follow Foundation policies and procedures, including Health and Safety, Equal Opportunities and Confidentiality.
- Ensure safeguarding is embedded within the organisation and act as an ambassador for Notts County Foundation.

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PERSON SPECIFICATION

Category	Essential	Desirable
Education / Qualifications	• Current and maintained Pool Plant Operators Qualification. • Current and maintained First Aid at Work certificate. • Current and maintained National Pool Lifeguard Qualification.	• Exercise Class Qualification • Level 2 Gym Qualification
Experience / Knowledge	• Minimum 1 year experience in Leisure Management. • Good level of competence using IT and databases, including Microsoft Office.	• Experience operating Legend or comparable leisure management software. • Community engagement and development
Personal Qualities / Attributes	• Passion for the industry demonstrated through continuous professional development. • Strong organisation skills and ability to prioritise, multi-task and manage own workload. • High level of self-drive and ability to motivate others. • Work well as part of a team and independently, exercising initiative. • Adaptable and flexible to a changing environment.	
Special Conditions	• Rotating shift pattern including early mornings, evenings and weekends. • Subject to advance DBS check before starting.	
Closing Date	**Monday 9th November 2026**	
Interviews	**Week Commencing 16th November 2026**	
How To Apply	**Use the link to take you to the Current Vacancies page.** **Join Us — Notts County Foundation** **Here you will find this job description and an application form.**	

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WORKING AT NOTTS COUNTY FOUNDATION

Our Package Includes

- 20 days of holiday plus 8 public holidays and extra days off during the 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.
- Investment in personal growth, learning and development opportunities.

Equality, Diversity & Inclusion

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

Safeguarding

Notts County Foundation operates a child-centred approach to safeguarding. Where concerns about the welfare of a child or adult at risk exist, staff will always act in their best interests. The Foundation accepts its responsibility for the wellbeing and safety of all children and adults at risk engaged in Foundation activities.