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| Department: | Club Doncaster Foundation |
| Job Title: | Duty Health & Wellbeing Manager |
| Salary: | Manager banding, starting at £28,000 per annum. |
| Contract type: | Fixed term, maternity cover contract – circa 9 months. |
| Hours: | 37 ½ hours per week. The candidate will be required to have a flexible approach to working hours, including evenings, events, weekends, match days and such hours as necessary |
| Responsible to: | Community Development Manager |
| Location: | The primary base will be Foundation Fitness, Eco-Power Stadium, Stadium Way, DN4 5JW. |
| Regular working hours: | Office hours are Monday to Friday 9.00am – 5.30pm. Foundation Fitness hours are 6:30am – 9:30pm. It is expected with this post there is weekends & unsocial hours as part of an irregular working pattern. |

Purpose of the post:

The Duty Health and Wellbeing Manager will have a lead role in the management and coordination of community health provision. Programmes, directly reporting into the Community Development Manager. The post holder will be required to maximise the reach of our programmes and supporting long term positive behaviour change across our participants.

Key Duties and Responsibilities:

- Oversee the Foundation Fitness community gym operations and staff team.
- Support the CDM to oversee community health provision such as Fit Rovers, cycling and targeted community outreach provision.
- Create, build and sustain relationships with key delivery partners across Doncaster.
- Work to support income generation at Foundation Fitness by increasing membership numbers, retaining current members and ensuring a high-quality offer.
- Oversee behaviour change programmes, connecting provision and ensuring participants have the best opportunity to remain active and healthy.
- Work alongside Club Doncaster colleagues to ensure a joined-up approach in line with the Club Doncaster standard and procedures.
- To utilise the support from other departments and organisations within Club Doncaster to coordinate appearances and ambassador roles
- Oversee and support the department appraisals, and take an empowering role in the encouragement of CPD.
- Support the foundation senior management team in respect of budgeting and best value approaches to delivery.
- Complete and ensure the compilation of funding reports and bids are submitted and completed the required funder standard.
- Manage appropriate evidence and present to funding partners to show project impact and delivery in a positive manner.
- Be the designated welfare officer for the department, managing the safeguarding process and liaising with the designated safeguarding lead on all issues of safeguarding and welfare.
- Support and suggest policy amendments and developments where appropriate.
- Ensure all activities are carried out in line with appropriate procedures in accordance to safeguarding and health and safety
- Carry out duties in accordance with all relevant company policies
- Act at all times with utmost good faith to the Club and the Company
- Devote full attention and ability to fulfilment of the duties required by the role
- Other duties as reasonably requested by a member of the senior management staff.
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices
- To work with colleagues throughout Club Doncaster to extend knowledge and skills in order to identify and develop best practice
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails
- Ensure all policies and procedures are adhered to
- Active participation on continuing professional development and the appraisal process
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
- To maintain the quality-of-service provision, regularly evaluating work and seeking to make improvements
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner at all times
- To be aware and comply with the Health and Safety at Work Act
- To carry out responsibilities with due regard to Equal Opportunities
- To cover as and when required at other departments within the Club Doncaster Group
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by Community Development Manager and/or Executive.

Club Doncaster Foundation Staff competencies:

Our Values

- We are professional in all we do
- We manage our business with respect and integrity
- Pride, passion and performance
- Open, honest brave
- Consistent innovation in all we do
- Energy, enthusiasm, humility
- Commercial in all we do
- Win-win relationships

Putting our clients first

- Demonstrates a thorough understanding of the services across Club Doncaster and how these relate to and are affected by the needs and objectives of the organisation
- Knows who the clients are, understands our clients' needs and works hard to ensure that these are met
- Develops positive relationships with clients, handling dissatisfied or awkward clients effectively
- View the resolution of clients' problems as an opportunity to retain and secure future business
- Ensures all clients are dealt with in a proficient and friendly manner, with respect and integrity at all times

Getting things done

- Performs all assigned tasks and procedures efficiently and in a timely manner
- Takes personal responsibility for own actions and decisions and displays a sense of energy and commitment to achieve results that stimulate others to succeed
- Works hard to reach or exceed personal targets and section goals and can take responsibility for several different tasks at a time
- Accepts responsibility for problems that occur and retains ownership until they are resolved, either personally or by someone else
- Manages own time and resource effectively, with appropriate planning and prioritising in advance to improve efficiency
- Uses initiative to act without constantly referring to others and perseveres with repetitive and mundane tasks

Flexibility

- Accepts doing things differently to improve efficiency and reacts positively to changing objectives, priorities and workloads
- Willingly takes on extra responsibility and, where necessary, will work additional or irregular hours to meet the needs of the organisation
- Put forward suggestions and ideas about new and better ways of doing things
- Learns rapidly, adjusting to new situations as they occur
- Demonstrates a commitment to deliver a high-quality service at all times

Communication skills

- Communicates effectively and confidently in individual and group situations, contributing and asking questions where appropriate
- Listen to and respects other people's views and opinions
- Any written work required by the role is clear, accurate and to the point
- Presents facts and ideas in a concise and persuasive manner
- Ensures all written correspondence is fluent and structured, using appropriate style and language
- Uses the correct communication technique to suit the situation

Managing Self /Relationships

- Develops open and effective relationships with all colleagues
- Awareness of impact of own behaviour on others and can modify approach or style to achieve results
- Can discuss differences openly and without recrimination
- Share information and keeps all relevant parties informed
- Works to improve self by being pro-active in job function and in assessing training and development needs
- Keep difficulties in perspective and maintain performance and effectiveness in the face of conflicts, tight deadlines, excess workloads and unreasonable client/customer
- Aware of the goals and targets of Club Doncaster ensuring actions contribute towards achieving them

Important information

The above-mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Applicants must hold a full driving licence with access to a suitable vehicle and have in date MOT, Road tax and relevant insurance if they are intending to do business mileage for Club Doncaster Foundation. It is the employee's responsibility to ensure up to date documentation is provided to Club Doncaster Foundation.

Club Doncaster is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment. This role involves work with young/vulnerable people and may be subject to Enhanced DBS check. As such this post is exempt for the Rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.

| Personal Skills/Characteristics | Essential | Desirable | Method of Assessment (List Code Below) |
|--|-----------|-----------|--|
| Experience | | | |
| Previous experience of managing teams in a health or sports delivery setting | X | | AF/I |
| Experience of partnership working and building relationships | X | | AF/I |
| Experience of working for a charity | | X | AF/I |
| Experience of working with professional sport clubs/teams | | X | AF/I |
| Experience of managing multiple programmes and associated targets | X | | AF/I |
| Experience of budget management, control and financial reporting | | X | AF/I |
| Qualifications and training | | | |
| Relevant sport, health or management qualification | X | | AF/CR |
| At least one nationally recognised coaching qualification | | X | AF/CR |
| Level 3 Gym/Health Trainer Qualification | | X | AF/I |
| First Aid at work qualification | | X | AF/I |
| Special skills and knowledge | | | |
| An understanding of and a commitment to equal opportunities issues both in the workplace and the wider community | X | | AF/I |
| Proven leadership skills, providing staff and volunteers with clear direction to achieve defined standards | X | | AF/I |
| Proficient in use of Microsoft Office systems e.g. Office, Excel, Access and Powerpoint or equivalent system | X | | AF/I |
| Personal qualities | | | |
| Positive attitude with the ability to motivate and enthuse individuals and groups. | X | | I |
| Excellent written and verbal/presentation communication skills. | X | | I |
| Ability to prioritise and meet deadlines | X | | AF/I |

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| Personal circumstances | | | |
| Ability and willingness to work outside normal hours, including evenings and weekends. | X | | I |
| Ability to travel independently | X | | I |
| Physical Requirements | | | |
| No serious health problem which is likely to impact upon the job performance; (that is, one that cannot be accommodated by reasonable adjustments) | X | | AF/I/R |
| Good sickness / attendance record in current / previous employment, (not including any absences resulting from disability) | X | | R |

- * AF = Application Form
 I Interview
 R Reference
 CQ Certificate Qualification

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Club Doncaster is an equal opportunities employer.