



ARGYLE
COMMUNITY
TRUST

JOB APPLICATION PACK

Hub Assistant/FOH/Hospitality

£12.21 per hour | Zero hours - bank staff





We are proud to be the official charity of Plymouth Argyle Football Club. For over 25 years our mission has been to inspire and make a positive difference to Devon and Cornwall Communities.

Our outreach work, and the impact we have on the lives of the communities we proudly serve, wouldn't be possible without our incredible people. Trust staff truly make a difference every day.

Mark Lovell - Argyle Community Trust Chief Executive Officer

WHO WE ARE

We are the leading sport for social good charity in Devon and Cornwall, operating over 2,700 square miles. We utilise the prestige of football and the reach of the club to inspire, engage, and help people of all ages, genders, races, and socioeconomic statuses, with a vision to 'provide opportunities to all people within our local communities by inspiring and empowering them through sport'.

OUR VALUES

We endeavour to uphold six core organisational values:

Professionalism - our staff are role models, coaches, mentors, and teachers and must conduct themselves professionally.

Inclusivity - we believe in fair play and having open access for all. We aim to celebrate diversity and focus on the needs of each individual and community.

Respect - we respect our partners, people, and communities and aim to gain the respect of others.

Excellence - we strive for excellence in all we do to support our beneficiaries and ensure they reach their full potential.

Honesty - we are open and transparent in all our work and with the communities we serve.

Pride - we are proud of what the organisation and its parent club represent.

WHAT WE DO

Our work across Devon and Cornwall focuses on removing barriers to participation and offering opportunities that are accessible to all communities in our operational area. We maintain a focus on disadvantaged and isolated communities, underrepresented groups, at-risk children, young people, and adults. We strive to work ethically and transparently in everything we do.

OUR MISSION

Our mission is to inspire and make a positive difference to Devon and Cornwall communities through the power of sport and the brand of Plymouth Argyle Football Club. In short 'We are One Argyle.'

Our work strands focus on six key areas, all aligning with our strategic aims which are to:

Empower people in the communities of Devon and Cornwall to overcome inequalities and raise aspirations by providing opportunities and accredited attainment.

Promote physical participation and wellbeing by encouraging healthier lifestyles and removing barriers to participation.

Inspire supporters to engage with our community outreach programmes.

Improve our systems and structures to ensure we provide quality, efficient services that are value for money.

Understand and measure the impact of our programmes on the community.

Equality, Diversity and Inclusion

Argyle Community Trust is an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age.

Safeguarding

Argyle Community Trust is committed to safeguarding, protecting the welfare of all participants in our programmes and promoting robust policies to ensure that our staff and volunteers adhere to safe practices. Where regulated activity forms a part of the job role, the successful candidate will be subject to undertaking enhanced DBS checks prior to employment.

Candidates are advised that in order to identify any matters that might relate directly to ACT's legal duty to meet the safeguarding requirements set out in KCSIE, online searches may be carried out on short-listed applicants in order to identify incidents or issues related to a candidate's suitability to work with children.



ARGYLE
COMMUNITY
TRUST

| | |
|--------------------|---|
| Position: | Hub Assistant/FOH/Hospitality |
| Location: | Plymouth |
| Offices: | The Hub at Foulston Park, Madden Road, Plymouth, PL1 4NE |
| Salary: | £12.21 per hour |
| Contract: | Zero hours |
| Hours: | Zero hours, evening and weekend work is a requirement of the post |
| Reports to: | Assistant General Manager – The Hub at Foulston Park |

We are seeking a bank of highly motivated and approachable individuals for the role of zero hours Hub Assistant, Front of House or Hospitality cover at our new community facility, the Hub at Foulston Park.

The roles will be to support, enhance and deliver the day-to-day operations of the facility; servicing sport, fitness and physical activities across both indoor and outdoor spaces, acting as the first point of call for customers visiting the Hub or serving in the onsite cafe. Working as a part of a team, you will assist with the opening and closing of facilities as well as maintaining the cleanliness and safety of the environment.

You will take the lead on ensuring that programmed activities and services are available by preparing spaces and assembling, dismantling and storing equipment in a timely and organised manner. You may at times be required to supervise activity and ancillary areas, ensuring that customers are safe and enhancing the services offered through your product knowledge and sales skills.

As a first point of contact, you'll take pride in providing high levels of customer care and service to ensure the facility delivers its social, community, and sporting outcomes.

HOW TO APPLY

If you can meet the specifications and would like to become part of the ACT Trading Activities team, please complete our online application form <https://hr.breathehr.com/v/hub-assistant-foh-hospitality-40042>.

You will be given the opportunity to upload a covering letter and CV should you wish to do so however, for safer recruitment purposes, we do not accept application by CV only.

If you would like further information or wish to discuss the post contact ACTrecruitment@pafc.co.uk.

For more information about the work of Argyle Community Trust and our strategic aims visit <https://argylecommunitytrust.co.uk/about-us/>.



There has never been a more exciting time to work for Argyle, with unprecedented success happening on and off the pitch. With the Club now becoming established in the Sky Bet Championship, led by England legend Wayne Rooney, Plymouth Argyle and Argyle Community Trust are also further developing the portfolio off the pitch.

The investment in facilities in the city will establish the Club and Trust as a leading force for change in the community for generations.

Argyle Community Trust, Plymouth Argyle, Plymouth City Council, Plymouth Albion RFC, and Devonport Community Leisure Limited (DCLL) have come together to transform the Foulston Park site into a sporting centre of excellence and asset for the wider Plymouth community.

Extensive community and sport facilities will include new grass and all-weather 3G pitches, athletics facilities for the City of Plymouth Athletics Club and other users, play zones exclusively for public use, better public access, landscaped public areas, and parking.

The hub sits at the heart of the city and aims to provide superb facilities to support the ambitions and needs of one of the communities the charity proudly serves, providing vital outcomes for local people, and delivering on the important aims and objects of the charity. A beacon of positive activity for the community to be proud of for generations.

The exciting plans will see the redevelopment of a thriving new community hub accessible for local people. The site will give the Trust and associated partners the ability to provide members of the local community with access, support, and equipment to reduce health inequalities, promote wellbeing, and become a beacon for local community activity provision.

Working for ACT Trading Activities Ltd is already a rewarding and exciting career. Our staff make a difference to the lives of people across the region every single day and no two days are ever the same. The wide-ranging offering will significantly exceed what has been available for the community at Brickfields, including education and employment programmes, adult education, wellbeing support, a dedicated space for youth services, a soft play centre, new, affordable gym, and a community café.

Argyle Community Trust Chief Executive Officer Mark Lovell said: "This is an extremely exciting and historic period in the history of Argyle on and off the pitch, and staff have a real opportunity to be involved in innovative projects in collaboration with some of the leading businesses in the city.

"Our focus is to ensure the hub becomes integral to the local community's health and wellbeing and a focal point for everyday activities. The hub will make a significant difference to the local community and ensure a local facility remains a community asset.

Find out more about the development on the dedicated microsite <https://www.pafc.co.uk/brickfields-development>



JOB DESCRIPTION

Primary Objectives of the Role

- Deliver high-quality customer service standards ensuring that all visitors enjoy their visit and experience.
- Contribute to the safe and efficient delivery of daily operations and emergency procedures, to protect the health and safety of all visitors.
- Ensure that the building and site area is clean, safe and secure and represents a welcoming appearance to the required standard.
- Support with front of house services to the public and users of the centre; actively promote all provisions and programmes, ensuring information and marketing material is readily available, relevant, and correctly displayed.
- Support the preparation and service of the food and beverage services and support the delivery of high standards to meet food hygiene regulations.
- Fulfil all safeguarding duties as required to ensure the safety and well-being of all members and users, with particular attention to the needs of young people and vulnerable adults.

Delivery and Quality

- Take pride and take action to ensure that the facility is presented and maintained to the highest standards.
- Support with front of house functions, delivering cross-selling and up-selling practices.
- Support with hospitality services, including serving from point of sales within the bar and café.
- Supervise all facility areas whilst on shift, ensuring spaces are prepared for users and safe for use.
- Ensure that all facilities are maintained to a high standard of hygiene and cleanliness; carry out cleaning and maintenance support tasks.
- Support with the planning and delivery of projects, events, and activities.
- Provide emergency shift cover support as required and qualified for.

Knowledge and understanding

- Maintain a high level of understanding of all NOPs, EAPs and SOPs and undertake all tasks relevant to level of the post.
- Follow banking/financial procedures in compliance with Trust policies, financial regulations, and personnel procedures.
- Complete office and administrative duties as instructed by line manager.
- Meet the training and development requirements of the role engaging with CPD requirements for the post



Safety

- Carry out regular health and safety routine checks in line with risk assessments.
- Supervise the correct use of equipment, both by staff and facility users, in compliance with Health and Safety Legislation and Guidelines and by following Manual Handling protocols.
- Follow the Normal and Emergency Operating Procedures at all times.
- Maintain a high level of knowledge of First Aid and CPR practice.
- Fulfil all safeguarding duties as required to ensure the safety and well-being of young people and vulnerable adults.

Engagement and Communication

- Take a proactive mindset to understand customer needs and assist with collecting customer feedback.
- Resolve customer problems, queries, and complaints in accordance with policies and procedures.
- Attend promotional events on behalf of ACT.
- Attend necessary staff meetings and events.
- Support with monitoring and evaluation processes.
- Support with marketing activities, including the use of social media accounts.
- Support with the handling of general and bookings enquiries, including the use of bookings platforms and CRM systems.

Job Description

- Prioritise Health and Safety and Safeguarding when planning and delivering to ensure that the Trust protects the welfare and safety of all staff, volunteers and participants.
- Take personal responsibility for executing your duties, understanding policies and following procedures.
- Enhance the reputation of the Trust by creating positive relationships within local and national networks.
- Strive for quality & high standards, setting clear expectations and upholding Trust values.



PERSON SPECIFICATION

Qualifications and Experience

| | |
|--|---|
| Experience in Sport/Leisure Sector | E |
| Health and Safety/Food Hygiene Qualification at level 1 or above | D |
| First Aid at Work qualification or be prepared to undertake such a qualification | E |
| Experience of working in a customer focussed environment | E |
| Experience of delivering service programmes that meets the needs of the local community. | D |

Knowledge And Understanding

| | |
|--|---|
| Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations. | D |
| Understanding of Standard Operating Procedures and Emergency Action Plans | E |
| Working knowledge and understanding of health and safety legislation, to include undertaking risk assessments. | E |

Coach / Tutor Skills and Attributes

| | |
|---|--|
| Excellent communication skills and the ability to build positive relationships with young people, staff, and parents or carers. | |
| Ability to engage effectively with adults and children of all ages and model healthy relationships. | |
| A positive approach to motivating and engaging groups and individual participants | |
| A passion for education and a commitment to making a difference in young lives | |
| Ability to create a strong team culture and work independently | |
| Ability to resolve conflict, mediating effectively between parties and eliciting positive outcomes | |

Staff Skills and Attributes






| | |
|---|--|
| Proven relationship-builder at all levels with strong interpersonal skills | |
| Behave in an inclusive and respectful way, always representing the positive EDI values of the trust | |
| Ability to accurately convey meaning and deliver information in a clear and engaging way including face to face presentations and written materials | |
| Understand obligations regarding confidentiality, information sharing and GDPR | |
| Good standard of English in both written and verbal communication; effectively conveying information at an appropriate level | |
| Respond positively to feedback and strive for high standards and excellence in all aspects of the role. | |

RELATIONSHIPS

| Key Internal Relationships | Key External Relationships |
|----------------------------|--|
| General Manager | Facility clients and clubs |
| Remit Managers and staff | External groups and group leaders |
| Health and Safety Manager | Local community residents and visitors |



BENEFITS - WHY WORK FOR US?

We aim to ensure we look after our staff welfare and provide fair opportunities across the charity. Argyle Community Trust offers incentives and progression based on key performance indicators, appraisals and added value to the Trust.

-  Relevant qualifications and training
-  Ticket incentives for staff
-  An opportunity to buy back on holidays
-  Free access to courses for your children across Trust provisions
-  Club kit






Other Benefits

-  Holiday allowance based on service - After five years of service your holiday entitlement will increase by one day each year, enabling you to increase your holiday allowance by up to four days
-  Healthcare cash plan after completion of probation period, not contractual but based on how the charity performs

Role Dependent Benefits

The Trust will also consider individual requirements needed to complete a role including:

-  Work mobile phone with some allowance for personal usage
-  Use of company vehicle for work purposes only
-  Car allowance



Plymouth Argyle Football in the Community Trust trading as Argyle Community Trust

Plymouth Argyle Football Club, Home Park, Plymouth, Devon, PL2 3DQ

www.argylecommunitytrust.co.uk

community@paafc.co.uk

01752 562561 ext. 6

     @argyletrust

Scan to view our 2022/23
Impact Report



SCAN ME

Company Number 06797988
Registered Charity Number 1128906
VAT number 478581341



ARGYLE
COMMUNITY
TRUST