



Argyle Community Trust

Duty Supervisor – Facilities

Job Description

Hours: 40hrs per week; evening and weekend work is a requirement of the post
Salary: £20,000 per annum
Contract: Permanent
Reports to: Hub Manager
Start Date: April 2022, or as soon as possible
Location: Plymouth

Closing date for applications: Friday 8th April 2022, 5pm

Argyle Community Trust are looking to appoint an enthusiastic, proactive, and committed individual to take on duty management responsibility across our facilities and become a key member of our Facilities Team. Supported by the Hub Manager, you will be responsible for supervising the day-to-day operation of our community facilities whilst on shift, including coordinating a team of staff, completing a range of duties, and delivering high standards of customer service.

The post-holder will also be responsible for actively promoting the site, its activities and services as well as raising awareness through the delivery of effective Marketing and Promotion plans. We are looking for someone who can contribute towards ensuring the Hub continues to develop and deliver its health and wellbeing, community and sporting outcomes as outlined in our business development plan.

Argyle Community Trust is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age. Argyle Community Trust is committed to safeguarding and promoting the welfare of all participants on our programmes and promotes robust policies to ensure that our staff and volunteers adhere to safe practices. The successful candidate will be subject to undertaking enhanced DBS checks prior to employment.

If you can meet the specifications and would like to become part of the Argyle Community Trust team, please complete our online application form

<https://forms.gle/Lr5x7kHHEndy7jAL6>

In your application you should draw on relevant aspects of your experience, including paid employment and voluntary work or training to demonstrate how your skills, experience and personal qualities match the requirements of this job specification. If you would like further information please contact Actrecruitment@pafc.co.uk and a member of the team will be happy to discuss the position further.

For further information about the work of Argyle Community Trust and our facilities visit <https://argylecommunitytrust.co.uk/about-us/> or <https://www.manadonsportshub.co.uk/>

Key Tasks and Responsibilities:

Operations:

- Responsible for ensuring all staff on site adhere to Standard Operating Procedures & Emergency Action Plans.
- Carry out regular routine checks to ensure all areas are safe, fit for purpose and fulfil requirements of risk assessments.
- Operate sales transaction systems in compliance with Trust policies, financial regulations and work processes.
- Plan and allocate work for staff on shift, ensuring that tasks are performed to the required levels of proficiency, quality and safety in line with all relevant safe systems of work.
- Supervise reception staff including reconciliation and safe handling of all monies received.
- Supervise and assist the catering and hospitality needs of the site, including serving food and drink from the bar/café.
- Maintain effective records of stocks and goods including completing stock takes.
- Be a designated person and key holder for opening, closing, banking and managing the security of the property.
- Supervise community programmes, general bookings and service users.
- Prepare rooms for bookings and groups according to the bookings diary, including furniture arrangements, IT requirements, and hospitality needs.
- Provide practical support to all members of staff on duty.
- Complete monitoring and evaluation in line with Argyle Community Trust and stakeholder requirements.

Marketing and Promotion

- Enhance the exposure of our activities, services and programmes through social media and other forms of Marketing and Communication.
- Develop and regularly issue a community newsletter, supported by our marketing and communications manager in order to keep our local community and partners updated and informed.
- Attend network and business events and meetings to promote our facilities.
- Ensure all information and marketing material is readily available, relevant and correctly displayed.
- Plan and promote secondary sales opportunities.
- Actively promote our hospitality and events offer and sponsorship packages.

Customer Service & Quality Standards:

- Deliver high-quality customer care and service demonstrating a proactive mind set in understanding customer needs at all times.
- Ensure all visitors enjoy their experience, offering efficient responses when answering queries, providing information and handling complaints.
- Take pride in the facility and take action to ensure that the premises remains safe and presentable
- Manage the bookings diary and handle all enquiries whilst on shift, including ensuring booking processes are followed, customers' needs are met, T&Cs are issued and fulfilled, and efficient handover of information is provided to staff.

Health & Safety:

- Comply with Statutory Regulations/Legislation/Codes of Practice as well as Risk Assessment Protocol as set out by Argyle Community Trust and take responsibility for the health and safety of all visitors.
- Identify and report faults/damage of equipment or the building fabric to the Caretaker.
- Promote safe practice and ensure correct processes are undertaken with all equipment, both by staff and visitors.
- Fulfil all safeguarding duties as required by Argyle Community Trust including reporting and recording of concerns and liaising with the designated Safeguarding Officer.
- Handle data according to GDPR and ACT policy requirements.

Other:

- Attend staff meetings and ACT events as requested by line manager.
- Monitor quality standards against individual performance targets.
- Deliver projects, events, and activities run on site.
- Attend promotional events on behalf of ACT.
- Administer first aid as required.
- Meet the training and development requirements of the role.
- Complete office and administrative duties as instructed by line manager.
- Ensure appropriate uniform and/or PPE is worn.
- Undertake any other duties not detailed above commensurate with the level of the post according to the needs of the business.

PERSON SPECIFICATION

Attributes tested by Application, Interview, Task and References	Essential E/ Desirable D
Qualifications	
<ul style="list-style-type: none">• To have sufficient educational ability to compile reports and undertake statistical analysis	D
<ul style="list-style-type: none">• First Aid at Work qualification or be prepared to undertake such a qualification	D
<ul style="list-style-type: none">• Degree (or equivalent) in Sport/Leisure	D
<ul style="list-style-type: none">• Management qualification	D
<ul style="list-style-type: none">• COSHH certification	D
<ul style="list-style-type: none">• IOSHH managing safely certification	D
<ul style="list-style-type: none">• Level 2 Food Safety and Hygiene	D
Skills and Abilities	

<ul style="list-style-type: none"> • Strong listener and communicator who can effectively convey information at an appropriate level • Computer-literate with software proficiency in Microsoft applications and electronic systems such as points of sale • Ability to work in a pressurised environment whilst delivering on a broad range of tasks and adapting to changing circumstances and priorities. • Proven relationship-builder with both internal and external collaborators with strong interpersonal skills • Proven relationship-builder with both staff and customers with strong interpersonal skills. • Innovative problem-solver who can generate workable solutions: resolve concerns and complaints, through effective use of own initiative • Team player who is strong at building trusting relationships with customers and colleagues • Demonstrates a flexible approach to work to enable effective delivery of a programme 	<p>E E E E E D E E</p>
Experience	
<ul style="list-style-type: none"> • Experience of working in a Leisure Centre/Community Leisure Centre environment • Experience of working within specified financial procedures • Successful track record of supervising a team which successfully implemented service quality and standards • Working knowledge and understanding of health and safety legislation, to include undertaking risk assessments • Experience of driving forward a business led marketing approach in a dual use community leisure facility 	<p>D E D D E</p>
Training and Development	
<ul style="list-style-type: none"> • A commitment to attend and support training appropriate to the job • A commitment to the provide ongoing training and development to others • A commitment to identifying training needs for CPD and self-improvement • Willingness and ability to develop understanding of Safeguarding and Health and Safety risks 	<p>E E D E</p>