



ARGYLE
COMMUNITY
TRUST

JOB APPLICATION PACK

General Manager (Brickfields)

£Competitive
Full-time Permanent
40 hours per week





We are proud to be the official charity of Plymouth Argyle Football Club. For over 25 years it has been our mission 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.



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Position:	General Manager (Brickfields)
Location:	Plymouth
Offices:	Brickfields Sports Centre, Sherford Sports Pitches
Salary:	£Competitive
Contract:	Full-time Permanent
Hours:	40 hours per week
Reports to:	Head of Facilities

We are seeking a dynamic and motivated individual to lead the operational management and strategic development of our new community facility, currently recognised as Brickfields Sports Centre. As General Manager, you will have the opportunity to shape the direction of the new facility, create an exceptional experience for its visitors and users, and contribute to the health and well-being of the Devonport community. You'll join us at an exciting period as we prepare to open the facility in September 2024.

You'll provide leadership and strategic direction to a team of dedicated staff, ensuring high levels of performance standards are delivered and training levels maintained. You'll take pride in optimising the visitor experience whilst managing the expectations of both internal and external stakeholders. Maintaining a high level of industry knowledge and the local market will be key to success.

Working closely with the Head of Facilities, you'll develop a robust financial strategy which identifies revenue opportunities and demonstrates our commitment to delivering our charitable objectives. A core objective will be to ensure that the facility becomes sustainable and serves the Devonport community for years to come.

Argyle Community Trust are excited to soon be announcing a new partnership with Brookbanks, the lead partner on the Sherford Town development. The partnership sees the Trust take on the day-to-day management of the existing community sports pitches located in Sherford. This includes a full-size sand dressed Astro turf, an 11v11 grass football pitch, and tennis courts. As General Manager, you will support with the mobilisation of this project before you take the reins at the Brickfields facility when it opens.

HOW TO APPLY

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>.

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/>.

Closing date for applications - Friday, 26 April 2024, 5pm
Shortlisting by Wednesday, 1 May 2024
Interviews on Friday, 10 May 2024

JOB DESCRIPTION

Primary Objectives of the Role

- Develop and embed an exciting business plan that meets financial objectives and service/community outcomes.
- Produce and maintain operational procedures such as normal operating procedures, emergency action plans, and risk assessments to ensure the safe and compliant management of all assets on site.
- Establish and nurture partnerships with key stakeholders, local organisations, charitable partners, schools, and businesses to enhance community engagement and support for the site.
- Implement quality assurance measures to ensure services and programmes meet recognised standards and objectives that align with service plans.
- Effectively manage the budget, ensuring financial sustainability through implementation of efficient financial control measures.
- Ensure visitor and employee compliance with statutory regulations, policies, and procedures and maintain accurate records and documentation.
- Create a successful and supportive culture based upon our Values, with an energised atmosphere for colleagues to thrive and provide exceptional service.

Manage and deliver

- Develop and implement a service delivery plan for each service theme including, but not limited to: facility hire, soft play, fitness memberships, and hospitality/events and catering.
- Proactively manage all hygiene, security, maintenance and health and safety processes, ensuring a safe environment for employees and visitors.
- Manage the recruitment, induction, and training of employees, in accordance with the Trust's procedures and with support from your line manager and HR. Performance manage employees in line with the Trust's policy.
- Ensure employee rotas are managed to reflect optimal service delivery and remain within associated budgets.
- Deliver a customer focussed culture by going beyond customer expectations, improving custom opportunities, and collecting/measuring and responding to feedback.
- Manage business performance by reviewing KPI's on a regular basis; take any necessary corrective action to keep the business on track or pivot to meet objectives.

Development and Partnerships

- Develop your team's skillset and knowledge so that they can support the development of all on-site services to optimise performance and the overall visitor experience.
- Establish, coordinate and chair local steering/working groups that focus on the long-term sustainability and development of the site.
- Develop a sponsorship and funding plan, in collaboration with the Business Team, to raise funds/ grants for the site.
- Work with the marketing team to develop and implement an impactful marketing plan which promotes and showcases products, services, programmes, and impact whilst generating revenue leads.
- Work with the Health and Wellbeing lead in ensuring the site delivers its commitments to health and wellbeing outcomes, as identified in the H&W specification.



- Establish, develop, and maintain effective working relationships with businesses, partners, stakeholders, and the local community, whilst continuously monitoring local competitors.

Quality and impact

- Develop a staff training matrix which identifies the training needs of individuals and teams and feeds into the wider department matrix.
- Implement and coordinate a quarterly visitor satisfaction survey, using this data to develop a service improvement plan for the next quarter.
- Develop, implement, and monitor day-to-day processes to ensure operational efficiency through metrics such as daily and weekly task sheets completion, incident and accident reporting, utilities consumption monitoring, and resource utilisation.
- Develop and manage a system which effectively records the number of visitors and participants attending our facilities, to demonstrate impact for reporting purposes.
- Be a champion for IT systems and digital software used for facility operations, supporting your team to develop their skills within the various applications. Use these to their fullest potential whilst ensuring they continue to meet the demands of the operation.
- Review checklists, records, and logs, to ensure facility standards are maintained, taking corrective actions where required.

Budget and accountability

- Produce and manage an annual budget which demonstrates financial sustainability through its cash flow projections across the year.
- Set out measurable performance objectives for the team and each staff member as part of the appraisal process. Meet regularly with team members as part of 1to1s and group meets.
- Review monthly management accounts, taking necessary actions to address any shortfalls in the budget.
- Initiate sales and marketing activity that drives customer engagement, increases use and occupancy of all facility areas, encourages membership growth, and identify ways of creating additional revenue streams.
- Fully utilise our business intelligence tools and processes to proactively attract new members, clubs, partners, and stakeholders; maximising opportunities to improve the performance of the business.
- Be responsible for setting out and monitoring site performance KPIs.

Management responsibilities

- 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.
- Promote compliance ensuring that the Trust enforces all policies and procedures, challenging staff when they don't do the right thing.
- Take responsibility for promoting the Trust, creating positive relationships within local and national networks, and enhancing the reputation of the Trust.
- Strive for quality & high standards, setting clear expectations and upholding Trust values.
- Facilitate ACT's strategic and charitable aims ensuring that our work inspires and makes a positive difference to the communities we serve.
- Lead and motivate staff in the provision of a high-quality service to colleagues, stakeholders and funders and delivering a culture of customer focused continuous improvement.
- Protect and support ACT's business interests through attention to budgetary and financial efficiencies, reputational risks and respect for confidentiality at all times.



PERSON SPECIFICATION






Qualifications and Experience	
Level 3 or equivalent in business management, leisure operations, and/or customer service	E
A minimum of 2 years' experience of managing within a leisure/community centre environment	E
Experience of managing staff teams	E
Experience of implementation of service delivery and business plans	E
Experience of reviewing and developing commercial revenue opportunities	D
Experience of facilitating and monitoring compliance of Governance	D
Membership of relevant governing body	D
Knowledge And Understanding	
Extensive knowledge of leisure/community centre operations	E
Successful track record of leading a team to achieve targets and objectives	E
Understanding of facilities management practices	D
Knowledge of financial compliance and regulations	E
Knowledge of health and safety and safeguarding practices	D
Excellent (current) knowledge of local sporting policies and funding opportunities	E
In depth understanding of customer needs and expectations	E
Management Skills and Attributes	
Excellent listener with the ability to understand the needs of external stakeholders and identify mutually beneficial partnership opportunities	
Excellent organisational and project management skills with the ability to problem solve	
Excellent communication and interpersonal skills including good negotiation and persuasive skills	
Excellent attention to detail and risk management	
Ability to create a strong team culture and work independently	
A creative, can-do and solution-orientated approach to work, with the ability to solve problems.	
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 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
Head of Facilities	Facility clients and clubs
HoDs, Remit Managers and staff	External Groups and Group Leaders
Health and Safety Manager	Local Community residents and visitors
Designated Safeguarding Officers	Key stakeholders and funders



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
-  Private healthcare after two years of service, 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

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Scan to view our 2022/23
Impact Report



SCAN ME

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Registered Charity Number 1128906
VAT number 406591203



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