



ARGYLE
COMMUNITY
TRUST

JOB APPLICATION PACK

Wellbeing Hub Advisor

£24,150 per annum | Permanent, full time | 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:	Wellbeing Hub Advisor
Location:	Plymouth
Offices:	Brickfields, Madden Road, Devonport, PL1 4NE
Salary:	£24,150 per annum
Contract:	Permanent position, full time
Hours:	40 hours per week
Reports to:	Occasional evening and weekend work are a requirement of the post Brickfields General Manager / Health & Wellbeing Manager

We are seeking a highly organised and approachable individual for the role of Wellbeing Hub Advisor at our new community facility, currently recognised as Brickfields.

The post holder will be a recognised face of the Wellbeing Hub and will contribute to health improvement and reduced inequalities in adults and young people in the Devonport community and beyond. The post holder will provide advice, signposting and advocacy for people wishing to improve their wellbeing as well as work with partners to develop local services within the Wellbeing Hub and the wider Devonport community.

The role will use an Asset Based Community Development approach to seek out strengths of people and resources already held within the community of Devonport and be able to facilitate local ownership of wellbeing activities within the site. The role will also be one of the first points of contact for visitors of the Wellbeing Hub where the aim will be to connect to people and listen and understand the needs and challenges within the local community.

The individual will create a welcoming environment which encourages the community to revisit and makes them feel like the site is a facility which belongs to them. The role will also combine reception duties which will support the day-to-day front of house functions at the Wellbeing Hub.

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://hr.breathehr.com/v/wellbeing-hub-advisor-37534>.

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 - Sunday, 20 October 2024
Shortlisting - week commencing Monday, 21 October
Interview Date - Thursday, 7 November.

JOB DESCRIPTION

Primary Objectives of the Role

- Be one of the first points of contact for visitors and members of the local community who wish to access wellbeing services at the Hub or within the wider Devonport community.
- Offer a triage service which ascertains the needs of the individual seeking information, advice, and guidance, and then signposting them to the most applicable service that is either delivered at the Hub or by external organisations.
- Build trust with local residents, providing non-judgemental support which enables and empowers individuals to access services and engage in activities and behaviours to enhance their wellbeing.
- Forge strong links with local organisations and community groups, utilising their networks and building on what's already available.
- Deliver high-quality customer service standards ensuring that all visitors enjoy their visits and experiences.
- Actively promote all provisions and programmes, ensuring information and marketing material is readily available, relevant, and correctly displayed.

Supervise and Deliver

- Discover the needs of individuals and provide information, advice and signposting into the relevant service at the Hub or within the local community.
- Collect information and data on the Wellbeing Hub service and report this information back to the General Manager and Health & Wellbeing Manager.
- Actively promote all provisions and programmes, ensuring information and marketing material is readily available, relevant, and correctly displayed.
- Take pride and take action to ensure that the facility is presented and maintained to the highest standards.
- Facilitate and coordinate site visits, tours, and viewings.

Expertise and Best Practice

- Capture insight and learnings from the local community and Devonport Community Builder to help shape the offer of the Wellbeing Hub services.
- Embed within local community networks to build relationships and understanding about local strengths and any gaps that brickfields may be able to support with across the neighbourhood.
- Build positive working relationships with other Wellbeing Hub Advisors across Plymouth to share best practice, discuss challenges, and provide support.
- Maintain an up-to-date knowledge of the range of services and offerings delivered at Brickfields as well as by the Trust and external organisations.
- Complete office and administrative duties as instructed by line manager.
- Monitor quality standards against individual performance targets.
- Meet the training and development requirements of the role engaging with CPD requirements for the post.



Safety and Compliance

- Ensure safe and correct practices are undertaken with all 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 and administer First Aid as required.
- Fulfil all safeguarding duties as required by Argyle Community Trust to ensure the safety and well-being of young people and vulnerable adults.
- Checking validity of user/hirers ensuring they have the relevant up to date documentation.
- Manage the control of admissions and footfall on site at all times, ensuring all staff members and pre-booked activities are signed in.
- Manage the security of keys ensuring access to the safe and other resources are restricted.
- Manage the lost property records.
- Control noise levels and behaviour within public areas.
- Completing the relevant documentation in the event of an accident/incident on site or a reported defect.
- Familiarise yourself with ACT and FA policies and procedures ensuring that published images and content adhere to GDPR, privacy, and safeguarding guidance.
- Comply with data protection regulations, such as GDPR, and handle customer data with care, obtain consent for data collection, and ensure the security of personal information.

Customer Focus

- Take a proactive mindset to understand customer needs and assist with collecting customer feedback.
- Liaise with and develop relationships with new and existing local partner organisations and regularly engage with their service users.
- Attend and contribute at a wide range of network events to promote the work of the Wellbeing Hub. Support health fairs and other community engagement events to deliver and promote health promotion and wellbeing interventions.
- 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.
- Act as a liaison and main point of contact for visitors, the local community, staff, local stakeholders.

Generic Level

- 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.
- 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.
- Take personal responsibility for executing your duties, understanding policies and following procedures.



PERSON SPECIFICATION






Qualifications and Experience	
Experience in working in a customer focussed environment	E
Experience in providing advice and guidance to vulnerable people	E
Experience of delivering front of house services that meets the needs of the local community or working within a community development role	E
Experience of partnership/collaborative working	E
Experience of data collection and providing information to assess the impact of services	D
Training in Motivational Coaching or Interviewing	D
First Aid at Work qualification or be prepared to undertake such a qualification	E
Mental Health First Aid	D
Knowledge And Understanding	
Understanding of local Devonport community and knowledge of local services which are available	E
Understanding of the wider determinants of health including social, economic and environmental factor and their impact on communities and individuals	E
Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations	E
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
Knowledge of IT systems, including ability to use Microsoft Office packages, emails, and social media	E
Role 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 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
Brickfields General Manager	Plymouth City Council
Head of Facilities	Livewell SW
Health & Wellbeing Manager	Wellbeing Alliance/Improving Lives Plymouth / Four Greens Community Trust
Facilities Staff	Primary Care Network
Chief Operations Officer	Devonport Community Builder
Head of Participation	Family Hubs/Action for Children



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
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