



ARGYLE  
COMMUNITY  
TRUST

# JOB APPLICATION PACK

## Assistant General Manager (Bookings & Events)

£28,080 per annum | 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.



ARGYLE  
COMMUNITY  
TRUST

<b>Position:</b>	Assistant General Manager (Bookings & Events)
<b>Location:</b>	Plymouth
<b>Offices:</b>	Brickfields Hub, Madden Road, Plymouth, PL1 4NE
<b>Salary:</b>	£28,080 per annum
<b>Contract:</b>	Full-time, Permanent
<b>Hours:</b>	40 hours per week
<b>Reports to:</b>	General Manager – Brickfields

We have a fantastic opportunity for an ambitious individual with a proven track record to join our team who will be responsible for delivering our new community facility, currently recognised as Brickfields sports centre.

The Assistant General Manager (AGM) will play a pivotal role in overseeing the daily operations of the hub, ensuring exceptional service delivery across a variety of offerings. The AGM will manage diverse teams, support strategic business objectives, and maintain operational efficiency. The position requires a hands-on leader with a strong customer service ethic, excellent organisational skills, and the ability to multi-task in a fast-paced environment.

This is an exciting opportunity for an enthusiastic and experienced leader to support the General Manager in ensuring the highest standards of service, safety, and customer satisfaction. As well as supporting the day-to-day operations, the post-holder will be responsible for managing matters relating to events and bookings across the available suite of facilities and spaces (Outdoor Pitches, Athletics Track, Meeting Rooms, Soft Play, Sports Hall, Parties, Esports etc).

We're looking for an innovative individual who enjoys connecting with people and building relationships. You'll be working with a highly energised team, with support from wider Trust colleagues. This is an amazing opportunity to join a new team and become part of a 'once in a generation' project.

## 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/assistant-general-manager-events-38343>.

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](mailto: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, 3 January**  
**Interview date - Friday, 10 January**



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 Brickfields 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 Argyle Community Trust 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

- Manage matters that relate to events and bookings, ensuring each user has a positive experience with us. This includes coordinating the customer journey, ensuring retention, setting pricing and product strategy, and collecting feedback.
- As the on-duty AGM, oversee the day-to-day running of all facilities, including health and fitness, events, soft play, youth activities, and sports facilities, ensuring smooth and efficient operations.
- Implement and monitor health and safety and safeguarding policies, ensure adherence to safety standards (NOPs, EAPs, SOPs), conduct regular risk assessments, and manage accident reporting and COSHH procedures.
- Manage, train, and support the staff team to ensure they deliver high-quality services, foster a positive work environment, and promote ongoing professional development.
- Ensure excellent customer service and smooth member experiences by addressing customer needs, handling feedback, and overseeing event and space setups, covering reception.
- Handle cash management, including floats, cashing up, and financial reporting. Contribute to budget oversight for staffing, maintenance, and supplies.
- Support with maintenance and cleaning schedules, ensuring facilities are safe, clean, and well-maintained to meet high operational standards.

## Manage and deliver

- Manage and develop the usage programme of bookable facilities (internal and external e.g. meeting rooms, parties, hall, events, esports, youth zone, astro, track).
- Manage and upskill a small team of receptionists/FOH supervisor to deliver department goals.
- Manage and maintain records of all health & safety policies and procedures.
- Manage the procedure for general bookings, corporate discounts, sponsor discounts bookings.
- Develop wider programme of usage for the Hub, collaborating with colleagues and external partners.
- Upsell event packages (ie catering offerings) and liaise with catering manager to facilitate.
- Deliver on KPI's and adhere to department budgets, growing income and usage.
- Drive customer service and upskill FOH team to deliver Trust standards.
- Collaborate with the Sales and Marketing teams to promote opportunities such as events, meetings, parties, activities, rooms for hire, soft play, esports, youth zone etc.

## Development and partnerships

- Oversee and manage a team of FOH staff, developing their skills and experience.
- Collaborate with external stakeholders to create programmes that increase community engagement and participation.
- Work with the General Manager and Sales and Marketing team to identify opportunities for expanding courses, events, and youth programmes, especially through partnerships with local businesses and educational institutions.
- Support the Sales and Marketing team with the promotion of the hub's services, specifically room/ space hire/events sales.



## Quality and impact

- Provide guidance and training on operational best practices around events bookings and processes
- Handle customer enquiries, complaints, and feedback in a professional and timely manner.
- Ensure staff and user compliance with normal operating procedures (NOPs) and emergency action plans (EAPs).
- Monitor the upkeep of equipment, facilities, and amenities, ensuring they are functioning properly and promptly address any issues.
- Gather feedback from members/users, group leads, and course participants to assess impact and make continuous improvements, with a particular focus on cleanliness and safety.

## Budget and accountability

- Prepare and present monthly and quarterly reports detailing performance against financial targets, including revenue from events, and space rentals. Ensure transparency in financial operations and accountability to senior management.
- Prepare and submit financial reports related to daily revenue, expenses, and variances to the general manager.
- Manage daily cashing up, ensure accurate floats, and reconcile financial transactions at the end of each shift.
- Assist in tracking and managing budgets for staffing and operational costs.

## 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 Devon and Cornwall communities
- 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






<b>Qualifications and Experience</b>	
Degree or relevant experience in business management, sales, leisure, or sports management (or equivalent)	D
A minimum of 2 years' experience in a management or lead operations role	E
Experience of managing a team of people	E
Experience of using software to manage events and bookings	E
Experience of developing best practices in customer service	E
Experience of facilitating and monitoring compliance of governance relating to facilities management	D
Experience of monitoring and evaluating projects and campaigns	D
Membership/qualification in IWFM, IOSH, NEBOSH	D
<b>Knowledge And Understanding</b>	
Extensive knowledge of the health and fitness and leisure industry	D
Excellent communication and negotiation skills	E
Understanding of risk assessment, safety inspections and accident and incident reporting	E
Knowledge of staff development methods and techniques	E
Knowledge of relevant health and safety regulations within leisure	D
Understanding of financial management principles, including cash handling, budgeting, and supplier management.	E
In depth knowledge of H&S regulations, including NOPs, EAPs and COSHH procedures	E
Understanding of compliance-based practice (safeguarding, DBS, statutory guidance etc)	E
<b>Management skills and attributes</b>	
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.	
<b>Staff Skills and Attributes</b>	
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 and assistant managers	Plymouth Argyle Football Club (marcomms)
Head of departments	Local users and key stakeholders
Designated safeguarding officer	Local residents
Health and safety lead	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

[www.argylecommunitytrust.co.uk](http://www.argylecommunitytrust.co.uk)

[community@pafc.co.uk](mailto:community@pafc.co.uk)

01752 522202

     @argyletrust

Scan to view our 2023/24  
Impact Report



Company Number 06797988  
Registered Charity Number 1128906  
VAT number 478581341



ARGYLE  
COMMUNITY  
TRUST