



ARGYLE
COMMUNITY
TRUST

JOB APPLICATION PACK

Receptionist

£25,465 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 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.



Position:	Receptionist
Location:	Plymouth
Offices:	Manadon Sports Hub, PL5 3FD
Salary:	£25,465 per annum
Contract:	Permanent, full-time
Hours:	40 hours per week, evening and weekend working will be required
Reports to:	Facilities Operations Manager

Argyle Community Trust is looking to appoint an energetic and proactive individual to take on front of house duties at Manadon Sports Hub.

The role of Receptionist is central to the smooth running of our community hub, acting as the first point of contact for all visitors and enquiries. We are seeking someone highly organised, approachable, and professional, with excellent communication and administration skills.

The role requires working in a busy environment, handling bookings, enquiries, and payments, and providing clear and friendly support to all customers. You will be proactive and able to manage your own tasks while working as part of a wider team.

This is an exciting opportunity for someone with energy, integrity, and enthusiasm to play a key role in creating a welcoming, safe, and inclusive community space.

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/receptionist-43307> 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@paafc.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, 19 October 2025

Shortlisting - Monday, 20 October 2025

Interview Date -Monday, 27 October 2025

JOB DESCRIPTION

Primary Objectives of the Role

- Be the first point of contact for all visitors and customers, delivering excellent customer care at reception, on the phone, and via email.
- Manage bookings, subscriptions, and payments using the centre's systems, ensuring accuracy and efficiency.
- Support the administration of the facilities, including general office duties, financial processes, and reporting.
- Ensure the reception and wider facility areas are safe, clean, and welcoming, following health and safety, safeguarding, and GDPR policies.
- Promote the full range of Hub activities, services, and programmes, helping to maximise participation, bookings, and customer satisfaction.

Delivery and Quality

- Respond promptly and professionally to enquiries in person, by phone, and email.
- Process bookings for activities, classes, events, courts, and rooms through the booking system.
- Manage general enquiries, applications, renewals, and cancellations.
- Take payments, process refunds, and reconcile till/cash in line with financial procedures.
- Keep reception and communal areas clean, tidy, and welcoming at all times.
- Support with marketing displays, noticeboards, and information points to ensure material is up-to-date.
- Assist with hospitality bookings and catering services, including maximising secondary spend opportunities from Front of House.

Knowledge and Understanding

- Complete daily administrative tasks, including filing, record-keeping, and updating systems.
- Produce basic reports (attendance, bookings, income) as requested by management.
- Ensure stock levels of reception supplies are monitored and replenished.
- Maintain knowledge of all programmes, services, and facilities in order to provide accurate customer information.
- Operate point-of-sale and booking systems, ensuring accurate cash handling.
- Carry out daily reconciliation, float counts, and assist with banking procedures

Safety

- Follow health and safety, safeguarding, and data protection policies at all times.
- Support emergency procedures by knowing evacuation routes, first aid processes, and incident reporting.
- Monitor and control visitor access, ensuring only authorised users enter restricted areas.



Engagement and Communication

- Act as the first point of contact for enquiries, providing a positive customer experience.
- Handle customer complaints and queries in line with policy, escalating where appropriate.
- Support community engagement through promotion of activities, programmes, and events.
- Collect and record customer feedback to help improve services.
- Work collaboratively with colleagues across all departments to ensure seamless service delivery.

Core 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.
- 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 a front of house related role.	E
Customer service 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 front of house services 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.	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
Capable of producing reports, with proficiency in digital software's and MO suite	D

Core 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
Facilities Operations Manager	External Groups and Group Leaders
Designated Safeguarding Officer	Local Community residents and visitors
Health and Safety Manager	Facility Clients and Clubs
Remit Managers and staff	



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 successful completion of probation, 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



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Registered Charity Number 1128906
VAT number 478581341



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