



ARGYLE
COMMUNITY
TRUST

JOB APPLICATION PACK

Front of House (FOH) Receptionist

£19,881 per annum | Permanent | 30 hours per week although 40 hours will be considered for the right candidate





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:	FOH Receptionist
Location:	Plymouth
Offices:	The Hub at Foulston Park, Madden Road, Plymouth, PL1 4NE
Salary:	£19,881 per annum dependant on experience
Contract:	Permanent
Hours:	30 hours per week preferred, although we are open to a 40 hour role for the right candidate. Some evening and weekend working is required
Reports to:	Development and Wellbeing Manager – Foulston Park

The Receptionist plays a key front-of-house role at our busy community facility at Foulston Park, acting as the first point of contact for all visitors. You will create a welcoming, professional environment while ensuring the smooth day-to-day operation of reception services.

This role combines customer service and administration, with a strong focus on managing bookings, handling enquiries, and supporting visitors both in person and remotely. You will regularly respond to enquiries via email, phone, and face-to-face, and use our booking systems to manage activity bookings, memberships, and facility usage.

We are looking for someone who is highly organised, approachable, and adaptable, with excellent communication and administrative skills. The role requires the ability to work at pace, manage multiple priorities, and remain calm under pressure. You will be proactive, able to work independently, and confident collaborating as part of a wider front-of-house team.

This is an exciting opportunity for an enthusiastic individual to play a vital role in delivering a positive experience for all customers and supporting a thriving community facility.

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/front-of-house-receptionist-45801>

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, 29 March 26
Shortlisting date - Monday, 30 March 26
Interview date - Wednesday, 8 April 26

We encourage early applications as we reserve the right to close the role early upon appointing a suitable candidate.



There has never been a more exciting time to work for Argyle, as Plymouth Argyle and Argyle Community Trust continue to develop their portfolio across the city. The investment in facilities 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 old 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, play zones exclusively for public use, better public access, landscaped public areas, and parking.

The Hub at Foulston Park, the newly opened community 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 Hub will provide a thriving new community space accessible for local people and 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.

The wide-ranging offering will significantly exceed what has been available for the community in previous years, 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.

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.

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."



JOB DESCRIPTION

Primary Objectives of the Role

- Deliver a welcoming, professional front-of-house experience, ensuring all visitors are greeted, signed in, and supported throughout their visit.
- Manage bookings and customer enquiries efficiently across multiple channels (in person, phone, and email), ensuring accurate use of the centre's booking systems.
- Provide high-quality customer service, ensuring all visitors have a positive and enjoyable experience.
- Support the safe and efficient day-to-day operation of the facility, including adherence to health and safety procedures and emergency protocols.
- Actively promote the Trust's programmes, services, and membership options to maximise participation and engagement.

Delivery and Quality

- Act as the main front-of-house contact, welcoming visitors, managing admissions, and ensuring all users are correctly signed in.
- Respond to all enquiries (face-to-face, phone, and email) in a timely, professional, and helpful manner.
- Process and manage bookings for classes, courts, events, and facility hire using the centre's booking systems.
- Support customers with membership enquiries, applications, renewals, and cancellations.
- Maintain a high standard of presentation across reception and public areas, ensuring a clean, welcoming environment.
- Promote memberships, activities, and services, supporting cross-selling and upselling opportunities where appropriate.
- Support the delivery of hospitality services, including café operations and occasional food and beverage service.
- Assist with the coordination of events, site visits, tours, and customer viewings.
- Monitor and respond to sales and event enquiries, supporting the conversion of leads into bookings.
- Manage deliveries, stock levels (including café, first aid, and stationery), and ordering processes as required.
- Follow financial procedures including point-of-sale operation, cash handling, cashing up, and float management.
- Provide general administrative and operational support, including basic reporting as required.
- Maintain confidentiality and comply with GDPR and data handling procedures at all times.



Knowledge and Understanding

- Maintain up-to-date knowledge of services, programmes, and activities delivered by the Trust.
- Support the promotion of services through accurate and up-to-date displays, signage, and materials.
- Engage with training and continuous professional development as required.
- Monitor and maintain individual performance and service quality standards.

Safety

- Ensure all visitors are safely admitted, signed in, and comply with site procedures.
- Follow all Health & Safety, safeguarding, and emergency operating procedures.
- Administer First Aid where required (training provided if necessary).
- Monitor behaviour and activity within public areas to ensure a safe and welcoming environment.
- Maintain control of keys, access points, and secure areas.
- Manage lost property and incident reporting processes.
- Ensure all required documentation (e.g. hirer compliance) is valid and up to date.
- Accurately complete accident/incident reports and report defects promptly.
- Comply fully with GDPR and data protection requirements.

Engagement and Communication

- Build positive relationships with customers, colleagues, and external stakeholders.
- Take a proactive approach to understanding customer needs and gathering feedback.
- Resolve customer queries and complaints professionally and in line with procedures.
- Support marketing and promotional activity, including social media where required.
- Assist with monitoring and evaluation processes.
- Act as a key point of communication between departments, staff, and facility users.

Core Responsibilities

- Prioritise Health & Safety and Safeguarding in all aspects of the role.
- Take personal responsibility for delivering duties in line with Trust policies and procedures.
- Contribute positively to the reputation of the Trust through professional conduct and relationship building.
- Strive for high standards and uphold the Trust's values in all areas of work.



PERSON SPECIFICATION

Qualifications and Experience	
Experience working in a front-of-house or reception-based role	E
Experience delivering high-quality customer service in a busy, customer-focused environment	E
Experience handling enquiries and bookings via phone, email, and face-to-face	E
Experience using booking systems, CRM systems, or similar digital platforms	E
Experience working in a leisure, hospitality, or community setting	D
Customer Service qualification (Level 1 or above).	D
First Aid at Work qualification, or willingness to undertake training	E
Knowledge And Understanding	
Strong understanding of customer service standards and the ability to create a welcoming, positive and efficient reception environment	E
Ability to manage a fast-paced service environment while maintaining high standards of customer care	E
Strong organisational and problem-solving skills, with the ability to prioritise tasks and respond effectively during busy periods	E
Confident communication skills and the ability to work collaboratively with colleagues across the wider Hub team	E
A proactive and responsible approach to health and safety, safeguarding and operational compliance	E
Flexible approach to working hours, including evenings and weekends as required	E
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	
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
General Manager	External Groups and Group Leaders
Development and Wellbeing Manager	Local Community residents and visitors
Operations Manager	Key stakeholders and funders
Designated Safeguarding Officer	
Health and Safety Manager	


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 period, 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:

-  Free onsite car parking
-  No unsociable hours



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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     @argyletrust

Scan to view our 2023/24
Impact Report



Company Number 06797988
Registered Charity Number 1128906
VAT number 478581341



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