



# Argyle Community Trust

## Hub Manager – Manadon Sports Hub

### Job Description

<b>Hours:</b>	40 hours per week, evenings and weekend work are a requirement of the post
<b>Salary:</b>	£25,039 per annum
<b>Contract:</b>	Permanent
<b>Reports to:</b>	Facilities Manager
<b>Start Date:</b>	June 2022, or as soon as possible
<b>Location:</b>	Plymouth

**Closing date for applications: Tuesday May 31<sup>st</sup> 2022, 5pm**

**Argyle Community Trust** is looking to appoint a Hub Manager to manage the operational delivery of Manadon Sports and Community Hub. The post-holder will be responsible for day-to-day management of the site whilst developing its usage plans to ensure that the facility continues to be self-sufficient and delivers on all its outcomes as outlined in the business development plan.

The candidate must have in-depth knowledge of sports development, community engagement, hospitality services and a general understanding of facility operations. You will plan, manage, and deliver multiple usage programmes whilst maintaining and building partnerships to maximise facility use and achieve performance KPIs.

The Hub is one of the most exciting sport and leisure projects to be delivered in the city in recent years. The post-holder will need to demonstrate passion and enthusiasm for delivering exceptional outcomes with an aspiration that the project maintains its recognition as a best practice case study.

A 'can do' attitude to inspire the local community to become active and socially engaged is a core focus. The post-holder will need to develop and deliver events for the benefit of the local community therefore experience of managing and organising large scale projects is essential, as well as experience in leading and managing a team of staff, delivering training, support development and setting targets and KPIs.

The candidate must also understand the importance of monitoring and evaluation and be confident in the use of ICT and booking management and data entry systems to help develop the Trust's reports and feedback to its key partners.

Argyle Community Trust is an equal opportunities employer and welcomes applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, or age. Argyle Community Trust is committed to safeguarding and promoting the welfare of all participants on our programmes and promotes robust policies to ensure that our staff and volunteers adhere to safe practices. The successful candidate will be subject to undertaking enhanced DBS checks prior to employment.

**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>**

In your application you should draw on relevant aspects of your experience, including paid employment and voluntary work or training to demonstrate how your skills, experience and personal qualities match the

requirements of this job specification. If you would like further information please contact [Actrecruitment@pafc.co.uk](mailto:Actrecruitment@pafc.co.uk) and a member of the team will be happy to discuss the position further.

**For further information about the work of Argyle Community Trust and our facilities visit <https://argylecommunitytrust.co.uk/about-us/> or <https://www.manadonsportshub.co.uk/>**

## **Key Tasks and Responsibilities**

### **Operations:**

- Co-ordinate and manage the day-to-day running of the facility including managing the bookings diary and handling customer enquiries.
- Manage and develop relationships with partners, service users, grassroots clubs, governing bodies, and all other relevant stakeholders and facility user groups.
- Continually aim to enhance the service offer to the local community and site visitors by developing stands of work that encourage more people to the site.
- Develop the existing usage programme to cover a range of activities and services that reflects local demand.
- Manage the operational infrastructure to ensure all daily requirements are met.
- Routinely monitor and control financial performance against set targets, including managing budgets, adhering to banking processes, producing forecasts and tracking spend.
- Develop methods and systems to measure and monitor performance and seek continuous improvement.
- Submit monthly reports to include the monitoring and evaluation of information from site users to measure and evidence reach and impact.
- Develop and deliver marketing and promotional plans, including seeking sponsorship opportunities, promoting the brand of the Trust, and undertaking meaningful consultation.
- Identify and develop additional revenue streams and opportunities as part of the business plan.
- Provide a high level of customer care and service and deal with all complaints and enquiries politely and efficiently.

### **Management:**

- Ensure user compliance and correct practice with all health and safety and facilities management requirements.
- Manage the maintenance schedule and also carry out routine checks to ensure all facilities are risk assessed and remain compliant.
- Oversee the cleaning schedule to ensure high standards of hygiene and cleanliness across all facilities.
- Supervise and manage staff and volunteers, including attendance management, staff rotas, CPD training and other employment matters in conjunction with the demands of the role.
- Have due regard for the security of the property and its equipment at all times.
- Be vigilant about the welfare and safety of young and vulnerable participants, and all staff and visitors; uphold all aspects of Trust Safeguarding Policy and Procedures.
- Be responsible for recruitment, induction, and training of staff, in accordance with the Trust's procedures and with support from line manager and HR. Performance manage staff in line with the Trust's policy.
- Allocate duties and responsibilities to staff as required and check completion.
- Produce development plans that identify opportunities for growth and improvement.
- Handle data according to GDPR and ACT policy requirements.

### **Health & Safety:**

- Ensure all staff comply with Statutory Regulations, Legislation, Codes of Practice as well as Risk Assessment Protocol as set out by Argyle Community Trust.
- Ensure a safe and healthy environment is maintained for other staff and visitors.
- Identify and report any faults, damage and/or maintenance requirements to the building fabric or equipment promptly to the Caretaker to ensure relevant action is taken.

- Ensure safe and correct handling of all equipment, both by staff and site users.

#### Other Duties:

- Hold and attendance staff meetings and events as requested.
- Attend steering/working group meetings deputising when appropriate for Facilities Manager.
- Deliver on facility community events/activities when required.
- Work from alternative locations where required.
- Attend relevant CPD and attain qualifications relevant to the role.
- Attend promotional events.
- Undertake any other duties not detailed above commensurate with the level of the post.

#### Job Specification

Attributes tested by Application, Interview, Task and References	Essential E/ Desirable D
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• To have sufficient educational ability to compile reports and undertake statistical analysis of budgets</li> <li>• First Aid at Work qualification or be prepared to undertake such a qualification</li> <li>• Degree (or equivalent) in Sport/Leisure</li> <li>• Management qualification</li> <li>• COSHH certification</li> <li>• IOSHH managing safely certification</li> <li>• Level 2 Food Safety and Hygiene</li> </ul>	E E E D D D D
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"> <li>• Careful listener and communicator who can effectively convey information at an appropriate level</li> <li>• Analytical thinker with strategic vision and creative talent for identifying and improving work processes</li> <li>• Computer-literate with software proficiency in Microsoft and Google applications</li> <li>• Ability to work in a pressurised environment and manage competing priorities whilst delivering on a broad range of tasks and adapting to changing circumstances and priorities</li> <li>• Proven relationship-builder with both internal and external collaborators with strong interpersonal skills</li> <li>• Personable professional whose strengths include cultural sensitivity and an ability to build rapport within diverse multicultural settings</li> <li>• Innovative problem-solver who can generate workable solutions: resolve concerns and complaints, through effective use of own initiative</li> <li>• Team player who is strong at building trusting relationships with customers and colleagues</li> <li>• Demonstrates a flexible approach to work to enable effective delivery of a programme</li> </ul>	E E E E E D E E E
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Experience of working in a Leisure Centre/Community Leisure Centre environment</li> <li>• Experience of managing staff teams</li> <li>• Experience of managing a budget and working within specified financial procedures</li> <li>• Successful track record of leading/working in a team which successfully implemented service quality and standards</li> <li>• Working knowledge and understanding of health and safety legislation, to include undertaking risk assessments</li> <li>• Experience of leading a team to develop and implement a diverse service programme that meets the needs of the local community</li> <li>• Experience of driving forward a business led marketing approach in a dual use community leisure facility</li> </ul>	D E E D E E E
<b>Training and Development</b>	
<ul style="list-style-type: none"> <li>• A commitment to attend and support training appropriate to the job</li> <li>• A commitment to the provide ongoing training and development to others</li> <li>• A commitment to obtain a management qualification and relevant facility management certification</li> <li>• Willingness and ability to develop understanding of Safeguarding and Health and Safety risks</li> </ul>	E E D E