

Recruitment Pack: Placemaking Account Manager

MAY 2026



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Introductory message from the Chief Executive

Thank you for your interest in the role of Placemaking Account Manager.

We are delighted to provide you with an application pack and it is hoped that the information provided will be of interest and help you with your application process.

Plunkett UK is an established charity dating back to 1919, but our focus is firmly on the present and ensuring our work remains relevant to the communities we seek to represent. Our five-year strategy (2022-2026) outlines our ambition to grow the community business sector in terms of size, geographic reach and impact. This is because of the potential the community business model has in transforming the lives of people living in rural communities and the positive contributions they can make to the local economy and to the environment.

Plunkett has always been an organisation that adapts and evolves to ensure its relevance to society and is making the most difference to people, place and planet. I joined the organisation in 2007 and was appointed CEO in 2017. I can honestly say, I have never known Plunkett's support be in such demand as it is today, and this reassures me that we are on the right path.

I am particularly proud to be leading Plunkett through its next chapter and diversifying our income streams through corporate partnerships and earned income via membership and consultancy. We have recently launched our vision and action plan for making the countryside a more welcoming and inclusive place for a diverse society to live, work and visit. We actively push for change, through our policy and advocacy work with government departments, ministers, think tanks and local authorities across the UK – representing our members and enabling a more supportive environment for community businesses to set up and thrive.





With these exciting plans ahead of us, we are looking for new staff to join us who are passionate about what we do and are equally excited about the journey ahead of us. It doesn't matter what your role is at Plunkett, we are a team who work and support one another to achieve our goals. Everyone has a voice at Plunkett, and if successful, you will be encouraged to use yours and influence our internal culture as well as our future growth and external impact.

As CEO, I believe in working hard, and set a culture of high quality leadership with ambitious but obtainable targets. It is also my role to ensure everyone is given the opportunity to learn, develop and thrive. But I also strive to create an environment which is fun and rewarding to be part of.

Finally, thank you once again for your interest in Plunkett UK and the position available. I hope that this introductory letter has given you a clear sense of our culture and ethos as well as a feel of what we are looking for. If you decide to apply, we do appreciate how long it takes to apply for jobs and you can be sure we will take time and care in reading your CV and supporting statement.

We look forward to hearing from you and exploring your future with us through our selection process.

Yours faithfully,

James Alcock
Chief Executive



Information about the role

Job Title:	Placemaking Account Manager
Location:	Office based, Woodstock, Oxfordshire
Reporting to:	Deputy CEO (Dotted line to Placemaking Manager)
Responsible for:	n/a
Salary Range:	£28,000 - £45,675 gross per annum paid pro rata
Contract:	Permanent, 0.6 fte

About Plunkett UK

Plunkett UK, the operational name for Plunkett Foundation, is a national charity supporting people in rural areas to set up and run successful businesses in community ownership. We do this to achieve our UK-wide vision for resilient, thriving and inclusive rural communities.

What is a community business?

Community-owned businesses are owned and controlled by community members, who each have an equal and democratic say in how the business is run. They can be any type of business ranging from village shops, pubs and cafes, through to woodlands, fisheries and farms.

Why do we believe that community businesses are a 'Better form of Business'?

Plunkett UK has promoted the community ownership model for over 100 years because of its track record for delivering better businesses for people, communities, the economy, and the environment.

Plunkett is committed to creating innovative, impactful and inclusive spaces. We achieve this by helping community businesses in our five priority areas of impact:

- Provide a wide range of services and amenities that communities value and need – enabling people to live independently, particularly in areas of market failure
- Stimulate the rural economy through localised supply chains
- Create access to employment and training and volunteering opportunities- often supporting people who are excluded from the labour market
- Tackle climate change through environmentally responsible behaviours
- Promote equity, diversity and inclusion by creating safe and welcoming spaces for all

Once trading, community-owned businesses rarely fail, having a five-year survival rate of 97.5% and over twenty-year survival rate of 94%.

How we work:

Plunkett operates as one team. This means that every member of staff is expected to support Plunkett as a whole, and as and when required, this means helping others to meet important targets or complete organisation-wide initiatives. As such, there will be times when you are asked to work on tasks outside of your job description – but it also means that the whole of Plunkett is there to support you when required.

We strive to live up to our values, and be committed, inspiring, inclusive and collaborative in the way that we work – both internally and externally – and we welcome applications from like-minded individuals. As a member of the Plunkett team, you will demonstrate a knowledge, understanding and commitment to equity, diversity and inclusion and its application in all that we do.

Job description

Job Purpose

The Placemaking Account Manager will play a key role in supporting the successful delivery of Plunkett UK's placemaking work – a new strand of Plunkett's support service which focuses on working with house builders, planners, local authorities, and the communities themselves, to actively help shape the community infrastructure and services from new developments.

Our approach prioritises early community engagement, partnership working and the creation of community-owned assets and services that can bring meaningful long-term benefits within a locality.

The role will work closely with strategic partners, communities, and the internal Plunkett placemaking team, to ensure projects are well-coordinated, partnerships are effectively managed, and community engagement is timely, inclusive, and impactful.

The postholder will provide practical coordination and relationship-management support across multiple projects, helping to turn shared commitments into action, supporting early-stage research and stakeholder engagement, and ensuring plans, communications and project support are delivered efficiently and professionally.

Principal Responsibilities

1. Strategic Partner and Account Management Support

- Support relationship management with Plunkett UK's strategic partners, acting as a reliable point of contact for day-to-day coordination.
- Ensure Memoranda of Understanding (MOUs) are actively managed, with commitments tracked, delivered and reviewed.
- Support financial administration related to partnerships, including ensuring invoices are issued accurately and payments are followed up in a timely manner.

2. Community Liaison and Engagement

- Act as a link between Plunkett UK, developers, and communities welcoming new developments.
- Coordinate community meetings, workshops and engagement activities, including venue coordination, event promotion, preparing materials and presentations and managing and monitoring follow-up actions.
- Support the delivery of inclusive and accessible community engagement approaches, helping ensure that a wide range of community voices are heard and reflected in placemaking activity.

3. Early-Stage Research and Stakeholder Mapping

- Undertake desk-based and field research into existing local facilities, services and assets in areas affected by new development.
- Identify local needs, gaps and opportunities to inform placemaking approaches and project design.
- Map, identify and support engagement with key local stakeholders, including community groups, organisations and individuals affected by or involved in development.

4. Project Coordination and Delivery

- Coordinate project delivery across the placemaking portfolio, ensuring actions, milestones and plans are tracked and delivered on time.
- Help monitor our project pipeline and routinely check in with contacts, advisers and managers as appropriate.
- Support project planning, reporting and monitoring, maintaining clear records and shared documentation.
- Work closely with colleagues to identify and manage risks, dependencies and changes to project plans.
- Coordinate travel and accommodation for team members as required, ensuring efficient and cost-effective arrangements.

Organisational contribution

You will be expected to carry out any other duties that may reasonably be required in line with your main duties. All Plunkett staff members are expected to adhere to Plunkett's policies and processes.

Person Specification

- **Ambitious and motivated:** you take pride in delivering high quality work and are committed to making a difference.
- **Creative:** you enjoy problem solving and finding effective, practical ways to approach challenges.
- **Collaborative:** you build positive relationships and enjoy working with colleagues and partners.
- **Positive and resilient:** you approach challenges constructively and adapt well when plans change.
- **Clear and accurate:** you communicate confidently and pay attention to detail.
- **Organised:** you manage your time well, enjoy planning and can re prioritise when required.
- **Proactive:** you are comfortable taking initiative and contributing ideas, while working within a supportive team structure.

To apply for the role

Please submit an up-to-date CV and covering letter, including a supporting statement of no more than 2 sides of A4 outlining your suitability for the role according to the job description.

Please send your application to: hr@plunkett.co.uk

Closing date for applications: 5pm on Friday 29 May 2026

Interview date: First stage interviews will be held virtually during w/c 6 June.

Use of AI: It's 2026, and most of us use AI to help with writing in some way. We get it – and to be transparent, AI helped us put this pack together too! But when it comes to your cover letter, we want to get a sense of you: *what motivates you, what you care about, and why this role speaks to you.*

AI can be great for sparking ideas, but it can also smooth out personality and replace it with generic phrases. So, feel free to use it as a tool – but don't let it take over. We'd much rather read something genuine and personal than something perfectly polished but anonymous. A cover letter with your real voice is far more valuable to us than one that sounds like it was written by a bot.

Optional video response: As part of your application, we'd love to invite you to share a short video responding to the question: **“Tell us what excites you most about this role.”**

This is simply a chance for us to get to know you a little better and to hear, in your own words, what has drawn you to the role and to Plunkett UK. There's no need for anything polished or formal – we're just interested in what genuinely motivates you.

If you'd like to take part, please upload your video following instructions in this secure link: [Instructions for video upload – Fill in form](#)

Data protection

Files uploaded via this link are stored securely by **Plunkett UK** and accessed only for recruitment purposes, in line with our data protection policies.

Video guidance

- **Length:** Up to 2–3 minutes
- **Format:** MP4 (preferred)
- **Recording:** Phone, tablet, or laptop
- **File name:** Please use the style **FirstName_LastName_Account Manager_Video**
e.g Alex_Taylor_Account Manager_Video

Accessibility and alternative formats

We want this process to be welcoming and accessible for everyone. If a video isn't right for you, that's absolutely fine. You're very welcome to include a **written response** instead (up to **300 words**) as part of your application. **Choosing either option will not disadvantage your application.**

Our commitment to Equity, Diversity & Inclusion

Our approach to EDI goes beyond ‘protected characteristics’ to thinking more broadly about inclusion. Every individual will think and feel differently and we believe that these differences should be embraced, and individual needs taken into account. Additionally, the makeup of the rural communities we work with leads to their own particular diversity and exclusion challenges and opportunities compared to urban areas. Our commitment to EDI, both internally and externally, has been tailored to Plunkett and the communities we serve.

Plunkett benefits

Pension

Plunkett UK operates a workplace pension scheme. Plunkett currently contributes 6% of your gross basic salary to the scheme.

In addition, a salary sacrifice scheme is available which gives you the option to exchange part of your salary for pension contributions. This is an ‘opt in’ scheme which means you will not be automatically enrolled into this scheme.

Life Insurance

Plunkett operates a non-contributory life insurance scheme. In the event of the death of an employee, the insured sum (currently 3 times salary) will be payable to the named beneficiary(ies). This scheme is arranged with MetLife for the benefit of permanent full-time and part-time employees between the ages of 18 and 65 only.

Living Wage

We believe in rewarding staff fairly for the jobs that they do, and fostering a positive working environment, and we believe that our salaries and terms and conditions reflect this. We are a Living Wage-accredited employer, meaning all our staff and contractors are paid at least the Living Wage.

Annual Leave

The average UK holiday entitlement including public holidays is 33.5 days.

Plunkett’s holiday entitlement is **35 days**. All Full Time Plunkett employees are eligible for 27 days’ paid holiday in addition to the 8 statutory bank holidays (Christmas Day, Boxing Day, New Year’s Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday and Summer Bank Holiday). Part Time Employees’ holiday entitlement is calculated on a pro rata basis

Long Service Leave

Plunkett provides long service leave as follows:

- An additional two days awarded following five years’ service
- A further two days after ten years’ service
- A final two days after fifteen years’ service i.e. maximum 33 days paid holiday excluding statutory holidays and calculated pro rata to the hours you work.

Birthday Bonus

In addition to holiday entitlement, we offer an additional day’s leave on or around staff birthdays. This is a discretionary benefit which is reviewed annually.

Volunteering Days

We offer staff the opportunity to volunteer for up to 14 hours per annum within their working time. This may be used in their own community, at a community business or by serving on a board of trustees for a charity of their interest.

Employee Assistance Programme (EAP)

An EAP is a confidential service offering support and guidance on a wide range of personal or professional issues that may affect your health and wellbeing. This is a discretionary benefit.

Flexibility in working

We offer ad-hoc flexibility on request to enable staff to accommodate personal events and appointments and commitments as required. To arrange this please speak to your line manager. With effect 2 October 2024 this includes flexibility to manage your contracted working hours between the hours of 8 am till 18.00 pm (Monday to Friday).

Training

Plunkett believes that well trained employees are key to business success and is committed to developing its staff. Training needs will be discussed with your manager during annual performance reviews, but you are encouraged to discuss training with your manager if / when the need arises. A generous annual training budget is developed based on individual, department and organisational needs.

Mental Health First Aider (MHFA)

Plunkett considers your wellbeing and mental health to be very important. We have invested in colleague training; Mary Boullin is our current MHFA.

Christmas Party


Plunkett organise and fund an annual 'staff only' event provided during working hours.

Office environment

We provide a pleasant and modern working environment. This includes a well-equipped kitchen which provides tea/coffee and milk free of charge; a breakout area for lunch and breaks; and a garden area which is maintained by staff volunteers. The office is also based a short walk from services in Woodstock and surrounded by public footpaths offering local walks in the open countryside and Blenheim Palace parkland.

Parking/Transport

Woodstock is served by good public transport links and the office has some on-site parking.



The Quadrangle, Banbury Road, Woodstock,
Oxfordshire, OX20 1LH

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info@plunkett.co.uk

www.plunkett.co.uk

Plunkett Foundation is a registered charity, numbers CC 313743 (England and Wales) and SC 045932 (Scotland). It is a company limited by guarantee, registered number 00213235.

 **Plunkett UK**
Rural Community Business