



Applicant Information Pack

Job Title: Customer Experience Coordinator

Location: Broadstone Warren



About us	3
The benefits	4
Our strategic plan	5
Our structure	6-7
The role	8-10
How to apply	11



Welcome

We're Scouts and everyone's welcome here - all genders, races and backgrounds, as well as disabilities and those from the LGBTQ+ community. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

We were voted Charity of the Year in 2022 and we are accredited with Investors in People Gold Standard.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.



Carl Hankinson, UK Chief Volunteer



Aidan Jones, Chief Executive



“My volunteer leaders believed in me as a young person and taught me to believe in myself. They showed me I could do anything I put my mind to, and others

would help me along the way. Now I want a new generation to learn the skills, friendship and belonging I felt when I needed them most. I want to show that the outdoors is a place for all of us to be at our best, that Scouts is truly open to all.’

Dwayne Fields, Chief Scout

Why choose Scout Adventures?

Scout Adventures is a natural home for youth groups looking for a brilliant residential or shorter experience such as an activity day. Our adventure centres are not just places to visit and stay; they're starting points for new adventures, challenges, expeditions and experiences.

Benefits

We've got some great benefits

Time Off

- Holiday: 28 days + bank holidays (rising to 32 after two years, pro rata).
- Personal Days: Up to 4 paid personal days per year.
- Maternity/Paternity: Enhanced pay above statutory requirements.

Perks & Development

- Scout Store: 25% discount on select items.
- Online Benefits Portal: Customise your perks.
- Study & Volunteer Leave: Paid leave for learning and volunteering.

Health & Well-being

- Simply Health: Covers optical, dental, and more, plus gym and family discounts.
- Sick Pay: Generous sick pay after 3 months.

Financial Security

- Pension: Auto-enrolled at 3%, Scouts contribute 6%. We match up to 10%.
- Life Assurance: 4x basic salary if you pass away while employed.

Flexibility

- Working Hours: Flexible start/finish times available.

Want to know more?

Check out our [benefits page](#)



Our strategic plan

Skills for Life

Our plan to deliver better futures

Our vision

By 2025 we will have prepared more young people with skills for life, supported by amazing leaders delivering an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Our mission

Scouting actively engages and supports young people in their personal development, empowering them to make a positive contribution to society.

Our values

We act with care, respect, integrity, cooperation, exploring our own and others' beliefs.

Our goals

Our plan is to build on the success of the previous plan: to continue to grow, become more inclusive, to be shaped by young people and to make a bigger impact in our communities. We have set new goals for 2025.

Growth	Inclusivity	Youth Shaped	Community Impact
50,000 more young people aged 6-18 in Scouts 10,000 more frontline adult volunteers (Section Leaders and Assistant Section Leaders) 5,000 more Young Leaders	- we will have started Scouts in 500 more areas of deprivation reaching young people who could benefit the most - our adult volunteers will reflect the demographics of our society	250,000 young people will be shaping their experiences at Scouts 50% of young people will be achieving the top awards	- at least 250,000 young people will be making a positive impact in their community each year 50% of young people will be achieving the top awards

Our programmes of work

Due to the impact of COVID-19, our Skills for Life strategy has been extended until 2025. The programmes of work that'll help us to achieve this strategy have been revised to: People, Programme, Perception, Digital and Early Years.

We're involving people on the ground every step of the way in the updated strategy, to make sure anything new works for the majority and genuinely make things better, easier and more fun.

Programme

A fun, enjoyable, high-quality programme consistently delivered and supported by simple (digital) tools.

People

More, well trained, better supported and motivated adult volunteers and young people, from diverse backgrounds.

Perception

Scouts is clearly understood, more visible, trusted, respected, and widely seen as playing a key role in today's society.

Digital

Embedding our digital principles and transforming the Scouts experience with better digital tools.

Early years

Provide more young people with skills for life through a new section for four- and five-year-olds.

We're the Scout Adventure Team.

We're doing well, but you can help us do better.

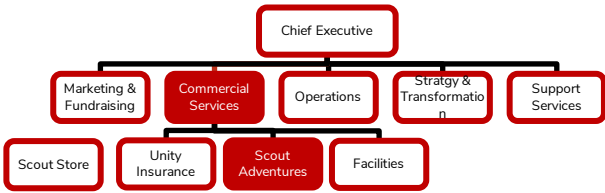
Scout Adventures is a great place to work and is a team with big plans for the future. You'll be a key part of the centre team and work in partnership with motivated and experienced colleagues across the UK. As well as amazing support from the Scouts, Scout Adventures provides a diverse wealth of opportunities to enhance your personal skillset and knowledge base, with opportunities for progression to bigger Centres or different roles.

We invest heavily in you as a leader and make sure that you are given the opportunity to keep learning & developing your transferable skills. This is not just an ordinary job in the outdoors; it's an adventure waiting to happen

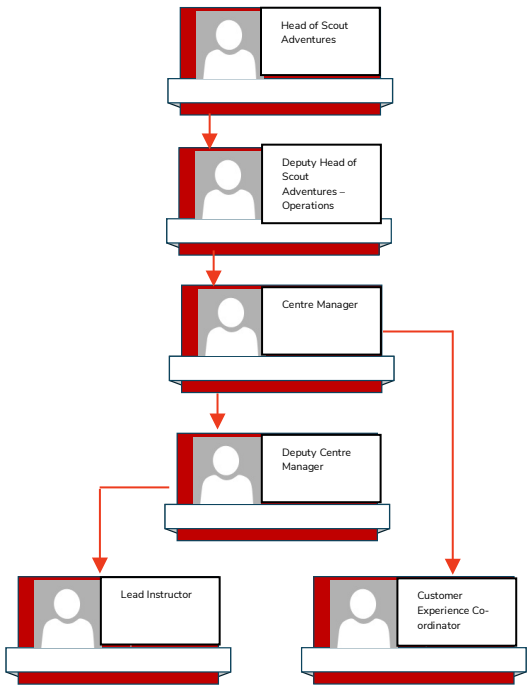
**Megan Watts - Centre Manager – Scout Adventures – Broadstone Warren
Hiring Manager**

Our Structure

The UK headquarters of the Scouts is based at Gilwell Park, Chingford, London, and is operationally divided into five directorates.



Broadstone Warren Team Structure



About the role – Customer Experience Co-ordinator

Responsible to:	Centre Manager at Broadstone Warren
Department:	Scout Adventures – Broadstone Warren
Base Location:	Scout Adventures centre Lewes Road, with flexibility to work occasionally – Option to live onsite
from home	
Term:	Permanent
Salary:	£26,199 per annum Band C, Level 3.
Hours:	35 hours per week worked on a rota basis, including weekends
Line Management Responsibility:	None
DBS:	Enhanced

What's expected?

There's a lot of work that goes on behind the scenes to build great experiences for our customers. This role is all about understanding our customers' needs and expectations, matching them to an amazing adventure at one of our centres, and supporting our centres to deliver it.

You'll be at the heart of our customers' experience, providing them with high quality service and supporting them through the whole booking journey from initial enquiry to aftercare. You will often be acting as the point of contact for your centre, providing a 'front of house' service to customers throughout their visit. This will include being on the reception desk and supporting the day to day running of the on-site shop.

You'll build a deep understanding of our centres and how they operate, enabling you to balance customer experience, our operational capacity, and our income targets.

As a key member of the on-centre team you will create group activity schedules, liaising with all teams across the centre to coordinate experiences and support the centre in ensuring we deliver safe, high-quality experiences.

We're looking for someone with fantastic customer service skills, a great eye for detail, and excellent written and verbal communication. We need someone who can problem solve in a creative and dynamic way, always taking a customer-centric approach, even when under pressure. You'll also need to be able to build excellent working relationships with your colleagues.

Key accountabilities

Customer service and bookings

- Provide a helpful, supportive and friendly service across a variety of contact channels including email, phones, live chat and instant messaging such as WhatsApp/social media.
- Be an expert of our core products and services to ensure customers are recommended the correct packages/bookings to their requirements.
- Work within our service level agreements, objectives and policies, using our tone of voice/brand guidelines, to make a great impression of Scout Adventures.
- Maintain and update bookings in the lead-up to a group's visit; as well as providing aftercare when customers have completed their visit to us.
- Drive customer loyalty through delivering exceptional service. Ensuring all customers feel valued and supported throughout their journey – from providing them with an experience unique to their group needs/objectives, to going the 'extra mile' where possible. Provide a 'front of house' service to customers on site including the reception/welcome areas and on-site shops
- Provide remote cross-centre cover for customer service and bookings as required.

Administration

- Process bookings and contact through systems such as SharePoint, Cinolla, Zendesk, Eventsair and Trust Pilot, or other similar platforms.
- Carry out basic financial tasks related to bookings, including taking payments and raising invoices.
- Process new enquiries by matching customers to our products and securing their booking.
- Maintain accurate records of our customers and bookings, maintaining strict confidentiality and data protection standards to comply with GDPR.
- Carry out other tasks as required, commensurate to the role.

Centre support

- Design activity programmes for groups based on their needs and objectives.
- Work closely with on-centre colleagues to ensure a seamless customer experience and handover from booking to arrival on centre, to aftercare. Make sure that the distribution of booking information is shared appropriately
- Assist with paperwork and procedures that help us to ensure we deliver a safe, quality experience to customers and all due diligence checks are in place.
- Be a key member of the centre team, helping to provide customer service and supporting other tasks on the centre as required.
- Work with freelancers and third-party activity providers as required, to deliver activities to our customers.
- Utilise feedback and reviews, working with colleagues to make genuine improvements to process, service and product offerings.
- Provide support with onsite overnight Duty Manager– this is overnight duty support on an average of 4 shifts every 2 weeks.
- Provide support on any other tasks commensurate with your role, as advised by your line manager.

About you

Experience

- Prior experience in providing high-quality customer service from initial enquiry to after care.
- Prior experience in outdoor education, residential centres or a related industry

Skills, Abilities & Knowledge

- Excellent customer service and interpersonal skills.
- Effective written and verbal communication.
- Attention to detail and organisational skills.
- Good computer literacy, with an ability to confidently learn and use tools such as bookings systems, customer support software, Microsoft Office, Sharepoint, Smartsheets etc.
- Ability to prioritise and plan your own workload.
- Ability to problem solve and handle complaints.

Personal qualities

- Positive and proactive – embracing change, challenge and learning opportunities.
- Shares the Scouts values of integrity, respect, care, belief and cooperation.
- A genuine belief in the work Scout Adventures carries out to provide safe spaces for young people to take part in adventures which challenge and inspire them.

Other essential criteria

- Comfortable splitting time between working at your base Scout Adventures centre with occasional visits to other centres across the country.
- Comfortable working on a rota-basis including weekends. Occasional evening shifts may be required during busier periods.

How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application form by 23:59 pm on Friday 14th August 2026

Scouts is an inclusive organisation, and we are committed to creating a recruitment process that is accessible to everyone. If you need support during the application process, please email recruitment@scouts.org.uk and we will endeavour to support your accessibility needs.

If you are shortlisted for an interview, we will ask you whether you require any adjustments or support to participate fully in the selection process.

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Interviews will be held via Teams on either Thursday 27th or Friday 28th August 2026

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact recruitment@scouts.org.uk to set up a call or virtual meeting.

