



We need people who are great with people.

Applicant Information Pack

Customer Experience Coordinator
(Funded Residential Project)



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Hello, it's you we're looking for.

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.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Volunteer



Aidan Jones, Chief Executive

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Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

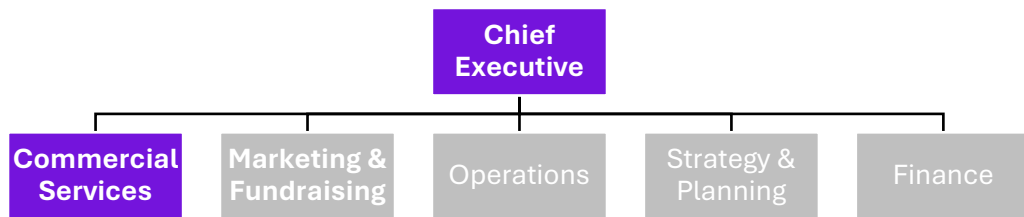
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go camping).
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working.

Want to know more?

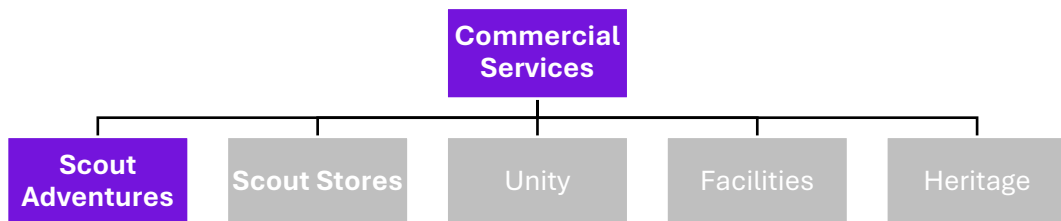
Check out our [benefits page](#)

How we're structured

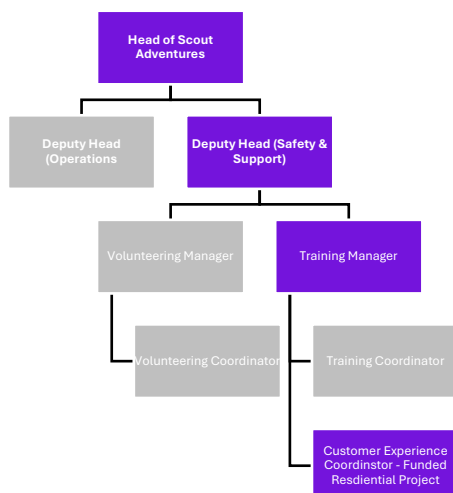
Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



Commercial Services Structure:



We're the Scout Adventures Team.



Scout adventures exists to provide safe spaces for young people to take part in adventures which challenge and inspire them. At the heart of what we do is the Scout method - with experiences built around teamwork, spending time outdoors, camping, leadership and taking responsibility for yourself, each other and the environment.

- We aim to create a community where volunteers, staff and visitors naturally operate at their best, forming strong connections supporting them towards greater independence and discovery of the world.
- As custodians of the places we manage, our mission is to enhance the environment in which we operate at the same time as enriching the lives of our people and our visitors.
- Scout Adventures are based right across the UK.
- We help people (young people and adults) have brilliant days and nights away.
- We show off the great places and people who support the Scouts.
- We help young develop skills for life by offering safe, challenging and exciting days and nights away.
- We help people think differently about the Scouts.
- We help keep down the cost of Scouts so more people can get involved.

Job Description – Customer Experience Coordinator (Funded Residential Project)

Role description

Responsible to:	Training Manager
Department:	Scout Adventures
Base Location:	Home based with regular centre travel.
Term:	Fixed Term until March 2027
Salary:	Band C (£26,199 – Pro-rata)
Hours:	35 hours per week
Line Management	None
Budget Responsibility	No direct budget responsibility (may hold delegated tasks such as processing internal invoices and deposit payments.)

Core Purpose

There's a lot of work that goes on behind the scenes to create great experiences for our customers. This role is all about helping funded groups access opportunities, coordinating bookings across our centres and ensuring groups are matched to the right experiences.

You'll be at the heart of the customer journey, providing high-quality support from initial enquiry through to booking, attendance and follow-up. Acting as a key point of contact for funded groups and centre teams, you'll help guide customers through the process, answer queries and ensure they have the information and support they need at every stage.

You'll build a strong understanding of our centres, the funded programme and operational processes, enabling you to balance customer needs, centre capacity and programme requirements. Working closely with colleagues across multiple locations, you'll coordinate bookings and ensure that groups are effectively handed over to operational teams, providing centres with the information they need to deliver a successful experience.

As part of a distributed team, you'll work collaboratively with colleagues across Scout Adventures to maintain accurate records, monitor booking progress, resolve issues and support centres in delivering safe, high-quality experiences. You'll also play an important role in gathering feedback and evaluation information from participants and partners, helping us understand the impact of our programmes.

While primarily home-based, the role requires excellent communication skills and the ability to build strong working relationships across the organisation. We're looking for someone with fantastic customer service skills, a great eye for detail and excellent written and verbal communication. You'll need to be highly organised, confident managing multiple priorities and able to solve problems in a creative and dynamic way, always taking a customer-focused approach. You'll also need to build excellent working relationships with colleagues, partners and customers to ensure every group has a positive experience.

Key Accountabilities

Customer service and bookings

- Provide a helpful, supportive and friendly service across a variety of contact channels including email, and phones to communicate with applicant groups and customers.
- Be an expert in our funded residential project 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 – including gathering feedback and evaluation data,
- Ensuring all groups 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 remote cross-centre cover for customer service and bookings as required.

Administration

- Process funded 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 deposit requests and raising internal invoices.
- Process new enquiries by matching applicants to availability and securing their booking.
- Maintain accurate records of our applicants and bookings, maintaining strict confidentiality and data protection standards to comply with GDPR.
- Carry out other tasks as required, commensurate to the role.

Support

- Design funded programmes for groups based on their (and the projects) 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.
- Utilise feedback and reviews, working with colleagues to make genuine improvements to process, service and product offerings.
- Support Scout Adventures in promoting our work through marketing, social media and other channels.
- Provide support on any other tasks commensurate with your role, as advised by your line manager.

Additional Information

- Undertake any additional tasks required to fulfil the purpose of the role.
- Regular travel to Scout Adventures centres will be required.
- Some evening or weekend during peak arrival periods or for key events.

Person specification

This is a key role in delivering a crucial funded project which will give hundreds of young people their first taste of adventure. The post holder will need to be organised and values led. You will need to be friendly, methodical, detail-driven and committed to supporting both volunteers and centre teams.

Experience

- Experience in coordination, support or customer service roles.
- Experience of residential activity centres, or similar programmes.
- Experience managing high-volume correspondence and juggling multiple tasks.
- Experience working with volunteers or in a charity environment
- Experience using CRM or database systems (desirable)

Skills, Abilities & Knowledge

- Strong organisational skills with excellent attention to detail.
- Confident communicator who can provide friendly, clear and timely responses.
- Ability to work logically and manage competing deadlines.
- Comfortable using Microsoft Office and digital systems; able to learn new platforms quickly and support others in their use.
- Ability to build positive relationships with volunteers, staff and external partners.
- Discretion and ability to handle confidential information appropriately.

Values and Personal Qualities

- Approachable, supportive and people focused.
- Enthusiastic about youth development and the benefits of outdoor adventure.
- Calm, dependable and able to problem-solve in a measured way.
- A positive role model who demonstrates professionalism and respect.
- Self-motivated with a proactive approach to improving processes and the volunteer experience.

Other essential criteria

- Comfortable splitting time between working at home with occasional visits to centres across the country.

Equity, Diversity & Inclusion

The Scouts is an equal opportunities employer, and we are committed to fostering an inclusive environment where everyone feels valued and empowered to contribute. We offer flexible working arrangements to support diverse needs and lifestyles, ensuring that our teams can thrive both professionally and personally. We welcome and encourage applicants from all walks of life, believing that varied perspectives strengthen our innovation and community. Your unique experiences and ideas are essential to our success, and we look forward to hearing from all voices.

How to apply

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

Please submit an application via [our jobs page](#) by 11:59pm on 7th July 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 W/C 13th July 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 Becky.Allen-Range@scouts.org.uk to set up a call or virtual meeting.