



Centre Assistant - Youlbury

Location: Boars Hill, Oxford.



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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

A place to belong

A strategy for a brighter future

Our vision

To empower more young people through adventure, teamwork and shared values, to take the lead on making a positive difference in the world.

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 Purpose

To actively engage and support young people in their personal development, empowering them to make a positive contribution to society

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: Programme, Volunteering and Support.

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

To safely deliver a fun, relevant and inclusive Programme for all.

Volunteering

To improve volunteering, making sure our people feel valued, supported and motivated.

Support

To be a growing, sustainable and effective movement.

We're the Scout Adventure Team.

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

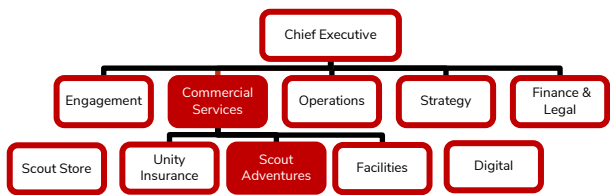
Scout Adventures is a great place to work and is a team with big plans for the future. You'll be a key part of the centre team and work in partnership with motivated and experienced colleagues across the UK. As well as amazing support from the Scouts, Scout Adventures provides a diverse wealth of opportunities 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

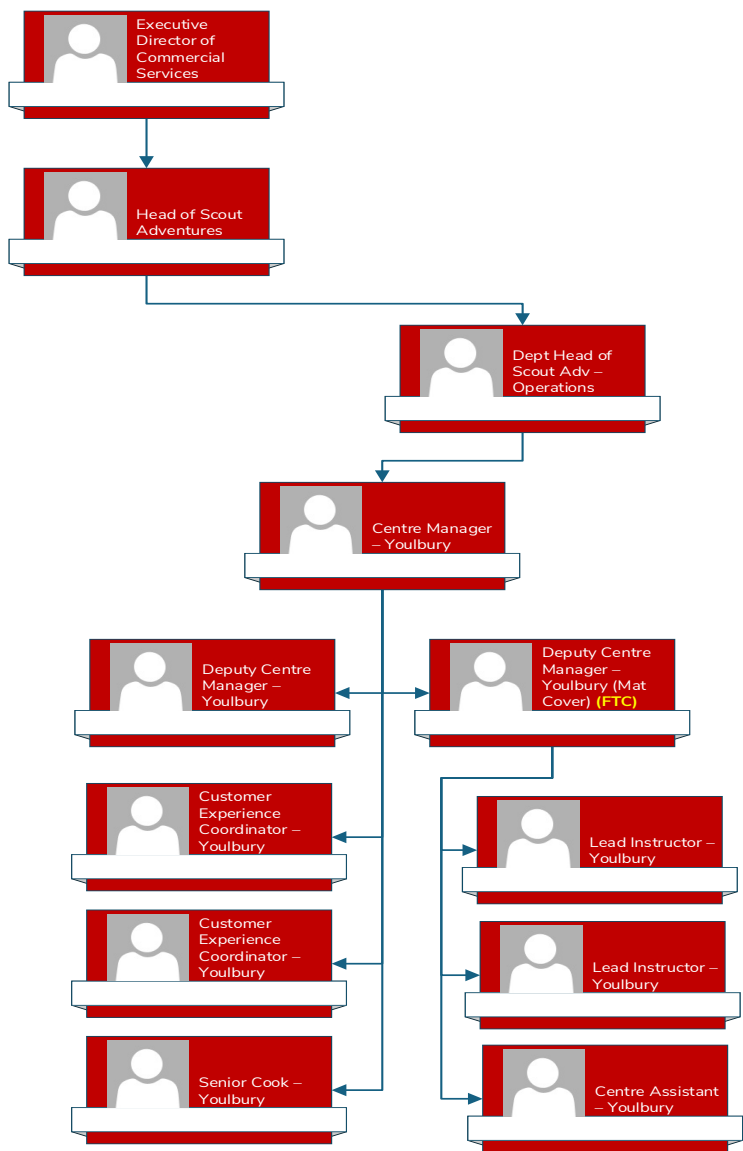
Jen Yates – Scout Adventures – Youlbury
Hiring Manager

Our Structure

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



Youlbury Team Structure



About the role – Centre Assistant

Responsible to:	Centre Manager at Youlbury
Department:	Scout Adventures – Youlbury
Base Location:	Scout Adventures centre Boars Hill-Option to live onsite
Term:	Permanent
Salary:	£26,985 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?

As the Centre Assistant, you will support the Centre leadership team with service delivery that spans a diverse range of tasks across multiple departments, including camping, catering, activities and accommodation. You will be the key point of contact for operational coordination and support our growing number of volunteers to gain the very best from their experience with us.

You will need exceptional communication skills, proven experience in a customer- focussed environment, and a proactive approach to engaging with a multi-cultural, multi-skilled team environment.

If you think you will thrive in a fast-paced, well-supported and exciting environment, using your great relationship-building skills to help solve problems and deliver exceptional service, then we want to hear your story.

Key accountabilities

- Fulfil the role of Duty Co-ordinator as required, taking responsibility for overseeing the Centre's daily operations to ensure all guest needs are met, providing a high-quality experience. This includes acting as the primary point of contact for guests, coordinating staff as needed, and managing any issues that arise. Additionally, hold the emergency phone on a rota basis, responding promptly to any incidents or urgent matters to maintain the safety and satisfaction of all visitors.
- Provide proactive support across all departments as needed, including assisting with kitchen operations, housekeeping duties, reception tasks, and the delivery of adventurous activities. Ensure a high standard of service and teamwork is maintained in all areas to contribute to the smooth running of the Centre.
- Ensure the well-being of volunteers by maintaining up-to-date cleaning schedules for shared accommodation and overseeing their implementation. Provide volunteers with the necessary resources, information, and support to ensure they have a positive and rewarding experience while staying at the Centre
- Ensure the safety and well-being of all visitors by proactively maintaining a secure environment at the Centre, identifying, addressing and reporting potential hazards, adhering to health and safety protocols, and supporting emergency response procedures.
- Contribute a welcoming and supportive environment by promoting a positive team ethos and actively contributing to a collaborative workplace culture. Demonstrate flexibility by adapting to changing priorities and providing assistance to colleagues when required to ensure the smooth operation of the Centre.
- Participate in the overnight Duty Management rota supporting the centre in providing overnight support to our customers.

Administration

- Plan and coordinate daily operations, ensuring smooth and efficient workflow by utilising our online systems for scheduling, activity management, and resource allocation. Monitor and adjust plans as needed to meet visitor needs and operational requirements while maintaining accurate records within the system.

About you

Experience

- Experience of problem solving in a customer-focused environment
- Experience coordinating the day-to-day tasks for a team to deliver high-quality customer service
- Experience in either an educational, outdoor educational, volunteer or visitor experience environment would be beneficial but not mandatory
- Confidence working in a value's-based working environment.

- Ability to adapt easily to situations and demonstrate a willingness to learn
- Experience of assisting in a commercial kitchen environment, training and qualifications will be provided in this area for the successful candidate.

Skills, Abilities & Knowledge

- Excellent communication skills
- Training and coordinating volunteers
- First Aid qualification, the willingness to complete one
- Must be able to implement the Food Safety Management plan
- Basic adventure activities knowledge would be desirable
- Ability to build effective relationships with visitors, volunteers and staff.
- Logical thinker with excellent attention to detail and the ability to problem solve.
- Confident IT user

Personal qualities

- Self-aware, positive and approachable.
- A robust awareness of keeping young people and volunteers safe, noticing safeguarding and welfare concerns, and you understand how and when to take appropriate action
- An excellent role model who promotes high standards of integrity, and commands trust and confidence from others.
- Professional outlook, detail-oriented and able to multitask and meet deadlines
- A team player who can work collaboratively as well as using their own initiative
- Friendly, calm and approachable, even under pressure

Other essential criteria

- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- Comfortable working on a rota basis including weekends and evening shifts, working on a 5-day over 7 basis.

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 Thursday 29th October 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 on Friday 6th November 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.

