



# Ready to join the Adventure?

**Scout Adventures Gilwell Park –  
Volunteer Shop Manager**

# The opportunity...

Thank you for your interest in the role of the Volunteer Shop Manager for Scout Adventures at Gilwell Park. This is an exciting opportunity for a volunteer to lead our onsite shop and help with the delivery of one of our National Events in conjunction with the Scout Adventures Gilwell Park Team and a number of other event support teams. Tasks will range from liaising and supporting with individuals and teams to supporting the development of Gilwell Park's onsite shop.

The candidate will focus on ensuring that everyone visiting Gilwell has a seamless and enjoyable visit to our onsite shop. Whether that involves dealing with customer's queries or complaints, making sure the shop is fully stocked, making sure sales procedures are being upheld to a high standard and supporting our volunteers to help provide the best customer service we can. In addition, support will be given to the successful candidate by the Guest Care co-ordinator.

Scout Adventures Events aim to provide a memorable event experience to Young People within Scouting from all over the country. A crucial element of this experience is the overnight stay in camping fields on site.

The overall responsibility of the Volunteer shop manager is to manage and liaise with other members of staff to ensure that the onsite shop is delivered in a safe and enjoyable way for all our guests.

The Volunteer shop manager is not required to attend each Scout Adventures event, but has to ensure that the task is deputised.



# About us

## Overview of Scouting

We are the UK's biggest mixed youth organisation. We change lives by offering 6 to 25 year olds fun and challenging activities, unique experiences, everyday adventure and the chance to help others so that we make a positive impact in communities. Scouts helps children and young adults reach their full potential. Our members gain valuable skills for life including teamwork, time management, leadership, initiative, planning, communication, self-motivation, cultural awareness and commitment. We help young people to get jobs, save lives and even change the world.

## What do Scouts do?

Scouts take part in a wide range of activities as diverse as kayaking, abseiling, expeditions overseas, photography, climbing and zorbing. As a Scout you can learn survival skills, first aid, computer programming or even how to fly a plane. There's something for everyone. It's a great way to have fun, make friends, get outdoors, express your creativity and experience the wider world.

## What do volunteers do?

This everyday adventure is only possible thanks to our team of adult volunteers, who support Scouts in a wide range of roles from working directly with young people, to helping manage a local community based Group, to being a charity Trustee. We help volunteers get the most out of their experiences at Scouts by providing opportunities for adventure, training, fun and friendship. Our award winning training scheme for volunteers means that adults get as much from Scouts as young people. Our approach focuses on what you want to get out of volunteering with Scouts, while respecting how much time you can offer. Over 90% of Scout volunteers say that their skills and experiences have been useful in their work or personal life.

## Key facts and figures

The Scout Association is a UK charity founded in 1907 and now boasts a membership of over 620,000 young people and adult leaders. We are the largest mixed youth movement in the UK. Scouting activity is delivered through 7,000-plus community based Scout Groups nationwide. Scouting is widely recognised and is one of the most trusted charities in the UK, giving it a significant level of influence and responsibility. Scouting's greatest strength lies in its grass roots. It is locally that Scouting is best able to identify and work directly with young people most in need. We believe that through the everyday adventure of Scouting, young people and adult volunteers regularly experience new challenges that enrich and change their lives. The current focus for the Trustees and those in Scouting in the UK is delivering our strategic vision.

# Our strategy

A new strategic plan for Scouting across the UK is currently nearing completion to secure a strategic direction through to 2023 and to grow on the success of the current plan. Team UK (the team of commissioners that leads Scouting across the UK) will play a key part in leading the delivery of this strategy. More details on the work towards our new plan are available at [www.scouts.org.uk/ourplan](http://www.scouts.org.uk/ourplan)

**By 2023 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.**

## Scouting's fundamentals

### Our mission

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

### Our values

As Scouts, we are guided by these values:

- Integrity
- Respect
- Care
- Belief
- Co-operation

Further information on our fundamentals, including details of our values, are provided on our website at <http://scouts.org.uk/about-us/keypolicies/fundamentals-of-scouting/>

## Scouting's key policies

In common with all members in Scouting, the Volunteer Head of Training & Development is required to promote and follow our key policies. The policies cover:

- Child Protection
- Equal Opportunities
- Religion Safety

These policies are fully explained on our website at <http://scouts.org.uk/about-us/key-policies/>

# Scout Adventures Gilwell Park

Scout Adventures offers inspiring outdoor learning experiences for both young people and adults. Drawing on over 100 years of Scouting heritage and expertise, we specialise in creating tailor-made residential experiences that are fun, challenging and deliver specific skills and learning outcomes. Based in stunning rural locations across the UK we offer a wide range of activities from canoeing and high ropes to orienteering and traditional Scouting skills. We are open to Scouts, schools and youth groups. Here at Scout Adventures we believe that amazing things can happen in the great outdoors. Working with teachers and youth leaders, we have inspired generations of young people to reach their potential and learn skills for life.

Scout Adventures delivers a diverse programme of events across our centres throughout the year for young people between 6 and 18 years as well as leaders and adult Scout members offering both educational elements and physical activities. Wintercamp is an event for Scouts and Explorers which takes place annually on the first or second weekend in January at two of our centres – Gilwell Park in London and Hawkhirst in Northumberland. Every year, more than 2,500 young people, 1,000 Leaders and approx. 300 event volunteers join us at Gilwell Park for the “sub-zero adventure”.



# The role

## Overview

This is an exciting opportunity for a volunteer to lead the organisation and delivery of our onsite shop. As part of the Scout Adventures team you will work in conjunction with the Scout Adventures Volunteer Team, the Gilwell Park Centre Support Team and event volunteer teams as well as a number of individuals supporting Scout Adventures Events. The role reports to the Guest Care Co-ordinator.

Ideally, the appointment is for a number of years which will allow you to develop an understanding of the job role and build successful relationships to help with the understanding and development of the onsite shop. Your key responsibilities involve dealing with customer's queries or complaints, making sure the shop is fully stocked, dealing with financial matters in regards to communicating with the duty manager to ensure tills are skimmed and making sure there is sufficient change in tills to keep the shop running. This includes making sure sales procedures are being upheld to a high standard and supporting our volunteers to help provide the best customer service we can. This role offers the opportunity for the individual to import new ideas to help improve the user journey and experience for young people, leaders and volunteers within our onsite shop. The role offers the opportunity to lead and inspire individuals and volunteer teams to deliver the best shop experience possible to all customers.

The overall responsibility of the Volunteer shop manager is to manage and liaise with other members of staff to ensure that the onsite shop is delivered in a safe and enjoyable way for all our guests.

The Volunteer shop manager is not required to attend each Scout Adventures event, but has to ensure that the task is deputised.

## Role description

- Purpose:**
  - To coordinate, organise and lead the general operations of our Gilwell Park onsite shop to ensure the best possible experience for all customers
  - To liaise with and to engage and inspire our volunteer teams
- Appointed by:**
  - Centre Manager Scout Adventures Gilwell Park
- Responsible to:**
  - Guest Care Co-ordinator
- Responsible for:**
  - n/a
- Internal contacts:**
  - Scout Adventures Events Team
  - Scout Adventures Gilwell Park Centre Team
  - Scout Adventures Volunteer Event Manager
  - Other event volunteers and event team leaders
  - Scout internal suppliers of event logistics and activities
- Key tasks**
  - Motivate and coordinate teams of volunteers, to support the delivery and development of Gilwell Park's onsite shop in line with the Scout Adventures brand and its values
  - Making sure high quality customer service is being provided to help the smooth and efficient running of the shop
  - Build a strong relationship and work closely with relevant volunteer teams and staff members
  - Make sure the shop is fully stocked, organised and easily accessible for guests
  - Answer customers queries or complaints
  - Deal with any financial matters that relate to the shop including handling money
  - Liaise with other Scout Adventures team members to ask for support if needed
  - Have good understanding of the computer systems used in the shop

- Time commitment:**
- Time commitment varies over the course of the year – peak between beginning of September and end of February
  - On average 3 – 5 weekends per year – in addition to event weekend. Two or three days per year, mid-week, may be required
  - Present on site for event set up (build week) and event weekend
- Terms of appointment:**
- Ideally, the appointment is for 3 to 5 years to allow the development of the event with the potential for re-appointment for a further period
  - The appointment is subject to annual review with the Scout Adventures Events team
  - The applicant must be a member of the Scouting or Girlguiding Movement
- Expenses:**
- This is a voluntary leadership role and is unremunerated, however, reasonable expenses in line with our expenses policy may be paid

## Person specification

- Skills and experience:**
- Have previous experience working in a shop or customer faced environment
  - Have a basic level of IT skills and have the willingness to learn different computer systems needed
  - The ability to establish good working relationships and work well in teams
  - Experience of the effective management and leadership of volunteers providing great communication skills to all members of staff
  - Ability to be assertive and cope with challenging situations by providing excellent customer service when dealing with customer queries and complaints
  - The confidence to take initiative and make effective decisions quickly
  - Ability to remain calm under pressure and adapt to changing circumstances
  - Be a trusted member of the team
  - Excellent accounting skills when dealing with financial matters
  - Confident in handling money
  - Brilliant organisational skills; understands priorities and can communicate them clearly
  - Demonstrate understanding and commitment to Scouting and the values of Scouting
  - Understand the multi-cultural nature of World Scouting and demonstrate sensitivity and openness to all, regardless of background, ethnicity, religious or sexual orientation
  - No envisaged barriers to obtaining an enhanced disclosure
  - Eager to learn and develop new skills
- Responsibilities:**
- Supporting the centre by working with other Scout Adventures team members to ensure the shop runs efficiently
  - Willingness to deal with customer queries and complaints
  - Oversee pricing and organising stock control
  - Being able to handle both cash and card payments
  - Training, supervising and appraising volunteers
  - Commitment to The Scout Association's Fundamentals, rules and policies
  - Sufficient time available for the role, including weekend engagements and travel as required

# How to apply

## Key dates

The closing date for applications and nominations is 30<sup>th</sup> November. Once the shortlist is drawn up, the interviews are expected to take place at Gilwell Park in early December. Shortlisted candidates will be notified of the timings and given an outline of the selection process and the format of the interview day. These dates and times can be flexible.

## Process

Please fill in the [online application form](#) no later than 30<sup>th</sup> November. Please ensure you read the person specification section and make it clear in your application how you meet these.

## Further information

If you require any further information about the process or the roles, please contact Ulrike Stuebner by email at [ulrike.stuebner@scouts.org.uk](mailto:ulrike.stuebner@scouts.org.uk)