



Center Manager (Hawkhirst)

Applicant information pack



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About us

We're Scouts and everyone's welcome here. All genders, races and backgrounds. Every week we give almost half a million people aged 6-25 the skills they need for school, college, university, the job interview, the important speech, the tricky challenge and the big dreams: the skills they need for life.

At a time when communities are becoming more divided, we bring people together. We encourage our young people to do more, learn more and be more. We're a worldwide movement, creating stronger communities and inspiring positive futures. We welcome talent from all backgrounds and your contribution to help even more young people succeed in life.




Tim Kidd, UK Chief Commissioner

Matt Hyde, Chief Executive



Our Values

Integrity We are honest trustworthy and loyal

Respect We have self respect and respect for others

Care We support others and take care of the environment

Cooperation We cooperate with others and form friendships

Belief We explore and challenge our beliefs and attitudes

Our Strategic Plan

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Society is changing. In often fragmented communities, the pressures and expectations on young people are increasing. The future is uncertain. Scouts has never been so important in helping young people prepare for the future, developing the skills they need to succeed in a changing world. Each week almost half a million young people enjoy fun, friendship and outdoor adventure. They develop a sense of optimism and strong values as well as the leadership and team working skills that are more valuable today than ever.

Our movement achieves remarkable things. We have continued to grow for 13 consecutive years. Our previous plan, Scouting for All, inspired new Groups and sections to start in an additional 834 areas of deprivation since 2013. We now help over 462,000 young people aged 6-18 (including 102,000 girls) get the best possible start in life. Our social action campaign, A Million Hands, has enabled over 200,000 young people to make a positive contribution in their local communities.

Now we want to go further. Skills for Life is a strategy that supports and empowers our volunteers who are the people that make Scouts a reality. It's a strategy to bring communities together and contribute towards a better society. But most of all, it's a strategy for young people. They deserve the best skills, the best support, and the best possible futures.

Skills for Life

Our plan to prepare better futures 2018-2023

Our vision

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver 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

We will achieve the following goals against our four objectives:

Growth

- 50k more young people
- 10k more Section Leaders
- 5k more Young Leaders

Inclusivity

- The demographic of adult volunteers reflects society
- In 500 more areas of deprivation

Youth Shaped

- 250k young people shape their Scouting each year
- 50% young people achieve top awards

Community Impact

- 250k young people making a positive impact in their local communities each year
- 50% young people achieve top awards

Our three pillars of work

To meet these objectives, we will focus on three pillars of work:

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 more young people from diverse backgrounds.

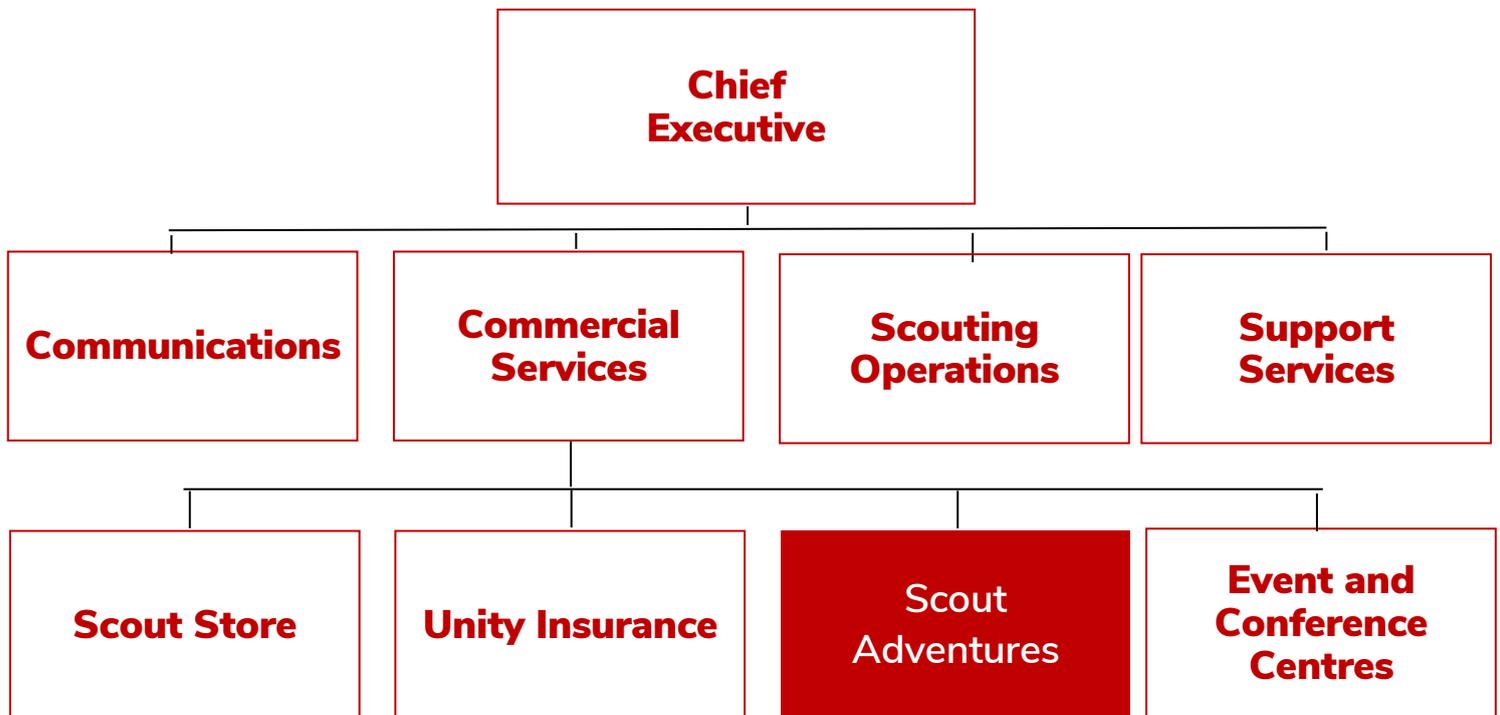
Perception

Scouting is understood, more visible, trusted, respected and widely seen as playing a key role in society today.

'I believe that the Scouts empowers young people. It gives them skills to achieve the remarkable, and opportunities to develop a deeper understanding of the rapidly changing world.' Tim Kidd, UK Chief Commissioner

Our Structure

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



Scout Adventures

Scout Adventures are part of the Commercial Directorate which is responsible for the following areas of Headquarters; Scout Adventures, Scout Event and Conference Centres, Scout Shops Ltd, Unity Insurance Services and Fundraising.

Scout Adventures has a number of locations across the UK. We aim to:

- Enable Scout members (young people and adults) to take part in residential activity experiences.
- Demonstrate the benefits of Headquarters services through the provision of value for money high quality residential and activity experiences to Scout members.
- Contribute directly to the development of young people through the provision of safe, challenging and, exciting and supportive residential and activity experiences.
- Strengthen the public perception of Scouting, amongst adults and young people, through the provision of high quality residential and activity experiences to external audiences.
- Remain financially viable and return agreed surpluses to the general funds of Headquarters.

The Role

Responsible to:	Head of Scout Adventures
Department:	Scout Adventures, Commercial Services
Base Location:	Scout Adventures Hawkhirst, Hexham
Term:	18 month fixed term contract
Salary:	£28,188 per annum, Band E, Level 3
Hours:	40 hours per week
Benefits:	Pension Scheme, Simply Health medical plan, uniform and shared accommodation included.
Line Management:	2 Lead Instructors, Kitchen Staff
DBS:	Enhanced

Core Purpose

We believe that amazing things happen in the great outdoors. Our managers help us inspire, coach and teach thousands of young people and hundreds of Scout Adventurers (our brilliant team) each year. Working in some of the country's most inspirational locations this is an opportunity to join the Scout Adventures team. Learning by doing is at the heart of Scouting and that's exactly what you'll be helping young people and your team to do.

We're looking for a Centre Manager to join our team who is just as passionate as we are about getting young people outdoors to have an adventure. You will be an experienced leader of people, ideally with some experience of working with volunteers, have relevant experience in the management of facilities and delivering first class customer service.

Key Tasks

Guest Care

- Ensuring all visitors to Scout Adventures receive an outstanding experience
- An eye for detail in making sure the centre and its facilities are a welcoming place to visit
- Ensuring the kitchen team are delivering meals in line with our high standards
- Able to make visiting group leaders feel important and engaged with us

Line management

- Coaching and mentoring the team.
- Line management of staff and supervision of volunteers.
- Managing external contractors and freelance staff.

Administration

- Manage the centre expenditure budget in line with the forecast income to meet the agreed surplus
- Ensure appropriate resources are available both in terms of people and facilities.
- Manage the centre shop
- Perform weekly and monthly banking reports
- Prepare and submit operational reports as defined by Scout Adventures policies
- Ensuring relevant checks, processes and paperwork are maintained to meet external and internal standards

Activity Quality and Safety

- Ensuring programmes meet the requirements of our guests and that procedures and standards are followed.
- Support the Lead Instructors to ensure the team have all the training and development they need to be amazing
- Working with central staff to develop existing activities and new ones.
- Keep up to date with current industry best practice

Facilities Quality and Safety

- Ensuring all facilities are fit for purpose and safe to use
- Create work plans to keep our facilities maintained, safe and reduce reactive repairs
- Work with the wider team to complete long term planning for development and refurbishment
- Manage or support (as agreed with line manager) capital project on centre
- Keep up to date with current industry best practice

Duty Manager

- Engaging with guests as duty manager and being on call outside key hours.
- To operate on a rota basis as duty manager to provide night cover

Other duties

- General maintenance and house keeping tasks as necessary to run the centre

Safeguarding young people

As a youth focused organisation, applicants agree to comply at all times with the safeguarding rules including vetting and Basic/Enhanced DBS checks.



About you

We are looking for

We're looking for someone to join our team who is just as passionate as we are about getting young people outdoors to have an adventure. You will have some great leadership experience learned over at least 2 years and will be happy to support all aspects of operating a busy Activity Centre



Skills and abilities

- First class leadership skills
- Great communication skills both orally and in writing
- Ability to work on own initiative. .
- Ability to think creatively and solve problems.
- Flexibility and willingness to learn.
- Clearly demonstrate an ability to provide first class customer service
- Willingness to work in a changing and flexible environment.
- Role model behaviour and set precedence for standards at centre.

Knowledge and Experience

- Knowledge of working with Volunteers
- Knowledge of Scout Movement and culture.
- Good working knowledge of health and safety issues relating to managing facilities and catering
- Demonstrate a good understanding of the English education systems
- Hold a Full UK driving licence
- Proven experience managing budgets

Values and personal qualities

- Cares about outdoor education and understands how it can change the lives of young people.
- Able to adapt to changing situations, communicate, cooperate with and respect others in the team.
- Wants to do a good job every time and wants to do the right thing even when it's not easy to do.
- Wants to maintain up to date knowledge of technical competency areas and take a proactive approach to self-development and performance improvement.
- Show calmness under pressure.
- Excellent communicator.

Other essential criteria

- Able and willing to work weekends and evenings as required.

Benefits

We've got some great benefits too.

Holiday Entitlement: On top of your generous 25 days holiday we give you up to three extra days off between Christmas and New Year. And that's not all, holiday goes up to 28 days after 2 years' service and 32 days after 5 years' service.

Looking after your health and well-being

Simply Health scheme: Optical, dental and many more appointments covered, as well as great gym and family days out discounts.

Sickness absence: Once you're three months in, we have generous sickness pay, above the statutory.

Food and drink: You'll be able to buy a subsidised lunch (around £2.50) while working at Gilwell Park, Monday to Friday.

Looking after your future

Generous Pension Scheme: We look after your future. We will double your contribution up to a maximum of 10%.

Looking after your family: Your loved ones will receive four times the basic salary if you pass away while employed by us.

Getting to and from work

Car parking: Yes, our parking is free at all sites.

Minibus Service: When working at Gilwell Park, a minibus can collect you at 08:20, 08:35, 08:50 from Chingford Station and drop you back at 16:30, 16:45, 17:00 and 17:15.

Cycle to Work scheme: Get peddling. We can provide you with a bike through the Government's Cycle to Work Scheme.

We are proud to be a family friendly employer

Personal Days: Up to four personal days paid leave a year.

Maternity/Paternity Leave: We pay maternity leave above the statutory minimum requirement.

Start and finish time: Employees can apply for some flexibility on their start and finish times of work.

Making your money go that little bit further

Scout Store purchases: You can buy Scout Store merchandise with a discount of 25% on certain items.

Online benefits portal: Our online benefits portal allows you to tailor make your own benefits package.

Developing yourself and others

Study and volunteer leave: Special leave includes paid leave for volunteering and study leave.

How to Apply

So what do you think?

Before making an application please ensure that you have read the Recruitment and Selection policy:

<https://scouts.org.uk/media/1009429/Recruitment-and-Selection-Policy.pdf>

Please submit an application via this Smartsheet link:

<https://app.smartsheet.com/b/form/8ed1bfa2518c474ab9647e0501a93217>

You can read more about working at Scouts here: <https://scouts.org.uk/about-us/jobs/working-at-the-scouts/>

In order for us to monitor the application of our Equal Opportunities policy <https://scouts.org.uk/por/2-key-policies/the-equal-opportunities-policy/> we would be grateful if you would also complete the Recruitment Monitoring questions on the Application Form.

If you are unable to use Smartsheet, please post your application to:

Human Resources, The Scout Association, Gilwell Park, Chingford, London E4 7QW

The closing date for applications is **23.59 on Thursday 27th February 2020.**

The interviews will be held on **Thursday 5th March 2020** at Hawkhirst Activity Centre, Hexham.

For an informal conversation or to find out more about the role, please feel free to contact asa.gurden@scouts.org.uk. Alternatively you can call Nicky Stanley-Dower on 0345 300 1818.

