



Centre Manager

Scout Adventures Fordell Firs

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Welcome

As Scouts, we believe in empowering young people with skills for life. We encourage our young people to do more, learn more and be more.

Each week we give over 40,000 young people in Scotland the opportunity to enjoy fun and adventure while developing the skills they need to succeed, now and in the future. We're talking about teamwork, leadership and resilience – skills that have helped Scouts become everything from teachers and social workers to astronauts and Olympians.

We believe in bringing people together. We celebrate diversity and stand against intolerance, always. 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.



Our values

- Integrity
- Respect
- Care
- Belief
- Cooperation

Skills for Life

Our plan to prepare better futures in Scotland 2018-2023

Our vision

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.

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

By delivering this plan we will achieve the following goals against our four objectives:

Growth

- 5,000 more young people
- 1,000 more Section Leaders (including Assistant Section Leaders)
- 200 new Sections
- 500 more Young Leaders

Inclusivity

- Scouting membership reflects society in Scotland, especially, but not exclusively, in areas of deprivation, remote and rural areas and in new communities

Youth Shaped

- Young people shaping their Scouting experience, with 50% of Groups and 75% of Districts and Regions earning Youth Approved Awards

Community Impact

- 50% of youth members taking part in community impact project
- 50% of young people achieving top awards.

Our three pillars of work

To support the Movement to achieve these objectives, we will focus on three pillars of work

Programme

A fun, enjoyable, high quality programme consistently delivered and supported by simple tools.

People

Scouting will be delivered to more young people from different backgrounds by more, well trained, better supported, motivated adult volunteers from different backgrounds.

Perception

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

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, throughout the UK, 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. In the UK, 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.

Scout Adventures Scotland

Much of our outdoor learning and adventure programme is delivered under our Scout Adventures brand. As part of a UK network, Scouts Scotland currently operate three Scout Adventure Centres that deliver outdoor learning, adventurous experiences and residential programmes to both our own members and a range of partners, including schools and other youth charities. Our Centres also offer training, advice and support to our amazing adult leaders and we are increasingly delivering training to teachers.

They deliver a wide range of opportunities – everything from fully programmed and catered residential weeks to traditional camping and bush craft experiences.

As national Scout Centres, we also offer support to leaders with programme planning, and can deliver a progressive range of experiences across our three sites – from a first night away in a bunk bedded dorm to a gold *Duke of Edinburgh's Award* expedition on Loch Lomond. In fact, we are one of Scotland's largest providers of Duke of Edinburgh's expeditions.

Our three centres are: Scout Adventures Fordell Firs, Lochgoilhead and Meggernie.

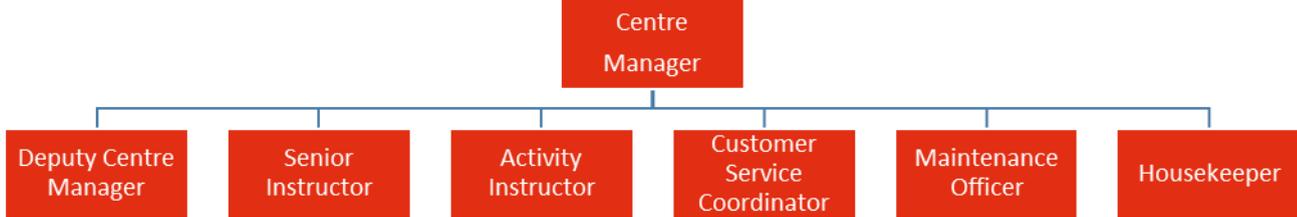
Scout Adventures Fordell Firs

Based just outside of Dunfermline, Fife and operating since 1946, Fordell Firs is a fully AALA licenced Centre. We have indoor accommodation for 67, a tented village for 64 and camping for more than 800 in a mix of woodland and grass areas over 48 acres.

We offer a wide range of on-site adventurous activities. In addition to providing a wide range of programmes and events to our members, our Centre provides day visit and residential programmes for schools and has a strong reputation for working with groups and charities catering for young people with additional needs.

For more information please visit <https://www.scouts.scot/centres/>

Staff Structure (currently under review) at Scout Adventures Fordell Firs:



The role

Responsible to:	Head of Outdoors and Adventure
Department:	Scout Adventures Scotland
Base Location:	Scouts Scotland, Fordell Firs, Fife, KY11 7HQ
Term:	Permanent
Salary:	£30,000 to £35,000 depending on experience
Hours:	40 per week
Line Management Responsibility (currently under review):	Deputy Centre Manager Senior Instructor Activity Instructor Customer Service Coordinator Maintenance Officer Cleaner
Internal Relationships:	<ul style="list-style-type: none"> • International Volunteer team based at Fordell Firs • Fordell Firs Active Support, Scottish Active Support, Marquee Hire Service Volunteers • Senior Volunteer team and Region and District Volunteers as appropriate • Staff at Scout Adventures Scotland Centres and Scouts Scotland colleagues • Membership at all levels across Scotland
External Relationships:	<ul style="list-style-type: none"> • Scout Adventures UK • External governing bodies and regulatory agencies including AALA • Property and activities related consultants, contractors and providers. • Other youth organisations, schools, colleges, businesses, community groups • Potential or current sponsors and donors
PVG:	Enhanced

Core purpose

We are seeking an experienced individual with a passion for Outdoors and Adventure to manage our Scout Adventures Fordell Firs Centre.

You will be responsible for growing internal (Scouting) and external customer use, business performance, continued development of our customer experience to ensure quality programmes. You will further develop our site, accommodation and facilities for adventure, challenge and learning, and ensure that all aspects of the Centre's operation are delivered to the required safety and quality standards.

While embracing our values, you will be business focused and results driven, with a passion for excellence in customer service. Ideally, with a background in the outdoor industry you will have experience and a positive track record in business development and improvement, and working with complex groups of staff, customers and volunteers. You must be a strong team player, able to inspire and motivate your team and have excellent networking skills.



Responsibilities

Management

1. Manage day to day operations at the centre including line management and budgeting.
2. Build a good working relationship with Active Support Volunteer teams and Marquee Hire Service teams including implementation and review of service level agreements.
3. Continue to develop and implement the Scout Adventures Fordell Firs operational plan ensuring the Centre contributes to the achievement of financial, programme and people development and wider engagement aims of the Scouts Scotland Strategy.
4. Lead, develop, manage and inspire the Scout Adventure Fordell Firs staff and volunteers, ensuring that the right culture, skills, knowledge and experience are present to deliver the centre's plan in line with Scouts Scotland's standards, values, policies and procedures.
5. Lead, develop, manage and inspire the Scout Adventure Fordell Firs staff to deliver a quality programme, product innovation, safety compliance and financial targets.
6. Implement systems and procedures to meet standards required by Health and Safety, environmental and other legislation, AALA, NGB and the safety policy of Scouts Scotland.
7. Implement systems and procedures to meet standards required by Scouts Policy, Organisation and Rules (POR)
8. Ensure the centre retains full AALA accreditation.
9. Manage standards of maintenance, repair and refurbishment of Scouts Scotland properties and activity infrastructure.
10. Participate in the wider Scouts Scotland Managers Team and work collaboratively with staff and volunteer colleagues to ensure all opportunities to develop and support the centre are maximised.
11. Provide regular performance reports to the Head of Outdoors and Adventure

Financial and Business Development

1. Develop the business of the centre through improving the quality of the customer experience and further developing the range of event, programme and activity options for Scout and non-Scout customers.
2. Build and enhance customer relationships to increase the retention of current customers, gain recommendations for new business and attract new customers.
3. Meet and exceed income targets within expenditure limits. Be responsible for budgeting, financial monitoring and control, ensuring that all financial administration is undertaken efficiently whilst working closely with finance and administration colleagues.
4. Work with communications colleagues to develop and support centre marketing.

5. Proactively promote the centre via outreach to Scouting and non-Scouting customers e.g. attending Scouting events and meetings, schools and outdoor conferences to present, network, run promotional stalls etc.
6. Contribute to the development of site plans to deliver future growth and ensure that we continue to meet the needs of our members and customers.

Other responsibilities

1. Develop and maintain good relationship with the local community around Fordell Firs.
2. Employees are expected to undertake any and all other reasonable and related tasks allocated by their line manager.

Other requirements

Safeguarding rules – Yellow Card

We are a youth organisation who takes safeguarding seriously. The post holder agrees to comply at all times with the safeguarding rules as set out on Scouting's yellow card. This is shared with volunteers, young people and carers, as well as employees, so everyone knows our rules of engagement.

In order to comply, stringent vetting procedures take place including checking against an internal database to assess suitability and also Enhanced PVG checks as required.

GDPR and Data Protection

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law and to adhere to our Data Protection and GDPR policies

Health and Safety

The post holder agrees to abide by the Scouts Scotland Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place, as well as that of their colleagues.

Equal Opportunities

The post holder agrees to promote and uphold the principles of equal opportunities in accordance with the Scouts Scotland Equal Opportunities Statement, and all related policies.

The person we are looking for

Knowledge

- Extensive knowledge of best practice in outdoor learning and adventure (E)
- Experience of working at an outdoor education centre or Scouting activity centre (E)
- Qualifications or equivalent in outdoor recreation, business management or leisure management (D)
- Good knowledge of the Third Sector in Scotland (D)
- Good understanding of Scouts Scotland and Scout Adventure Centres (D)
- Understanding of AALA requirements (D)
- Experienced in line management of staff (E)
- Experience of working with volunteers (D)
- Experience of managing projects (D)
- Understanding and awareness of third sector volunteering (E)
- Experience of goal setting, monitoring, measurement and evaluation (E)
- Experience of delivering quality customer service (E)
- Proven record of meeting and exceeding income targets within expenditure limits (E)

Skills and Abilities

- Ability to manage customer and business relationships to achieve outcomes
- Ability to understand and manage sales and marketing solutions to support business strategies
- Organised with the ability to plan and prioritise, can multi task and work under pressure ability to meet deadlines
- Financially literate with commercial acumen and the ability to plan and manage budgets
- Ability to lead, work on own initiative and as part of a team
- Proactive with the ability to adapt to changing circumstances and priorities
- Excellent attention to detail and completion, ensuring quality and consistency is maintained at all times
- Proficient in the use of Microsoft Office (Word, Excel, Outlook etc.)
- Flexibility in approach to work and willingness to learn
- Able to think creatively and solve problems
- Mature and personable approach

- Good communication skills including writing reports and procedures, ability to community with a variety of audiences and networking and presentations skills
- Able to manage and analyse data
- A current driving licence (E)
- A D1 minibus driving licence (D)

Values and Personal Qualities

- Confident and credible to a diverse range of customers and stakeholders
- A willingness to work unsociable hours including evenings, weekends and short periods away from home.
- An empathy with the aims and values of Scouts Scotland.

Summary Terms and Conditions

Title:	Head of Outdoors and Adventure
Salary:	£30,000 to £35,000 depending on experience
Pension:	A contributory pension scheme is available. Contribution rates are 7% of salary from the employer and a minimum of 5% from the employee.
Hours of work:	Based on a working week of 40 hours, to be worked in accordance with the requirements of the job, which requires evening and weekend duties.
Location:	Operating principally from Scouts Adventures Fordell Firs, Fife.
Holidays:	22 days per annum, rising by 1 day per year of service to a maximum of 27 days, plus statutory holidays (or equivalent)
Employee Benefits:	Scouts Scotland operates a wide range of family friendly benefits to enable work life balance including but not limited to flexible hours, paid leave for volunteering and public duties, additional leave for long service.

How to apply

Application Schedule

The closing date for applications is 9am on Monday 18th November

Applications should be emailed to hradmin@scouts.scot or sent by post to Scouts Scotland Headquarters (Recruitment), Fordell Firs, Hillend, Dunfermline, KY11 7HQ.

Interview Schedule

Interviews will be held at Scouts Scotland Headquarters, KY11 7HQ on Friday 29th November. There may be a requirement for a second interview.

Please note that if you have not heard from us within two weeks of the closing date please assume that your application has been unsuccessful.

