

Where it all happens!

Centre Manager
Applicant Information Pack

Thank you for your interest in our Centre Manager role. This information pack aims to give you more information about the role, its context, and an outline of the work you could be involved with.

About us

We're preparing young people with skills for life

We are the UK's biggest mixed youth organisation. We change lives by offering 4 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.

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.

Above all, we aim to build better futures. Each week, across 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 teamwork skills that are more valuable today than ever before.

Our Mission

Scouting actively engages and supports young people in their personal development, empowering them to make a positive contribution to society.

Team South London

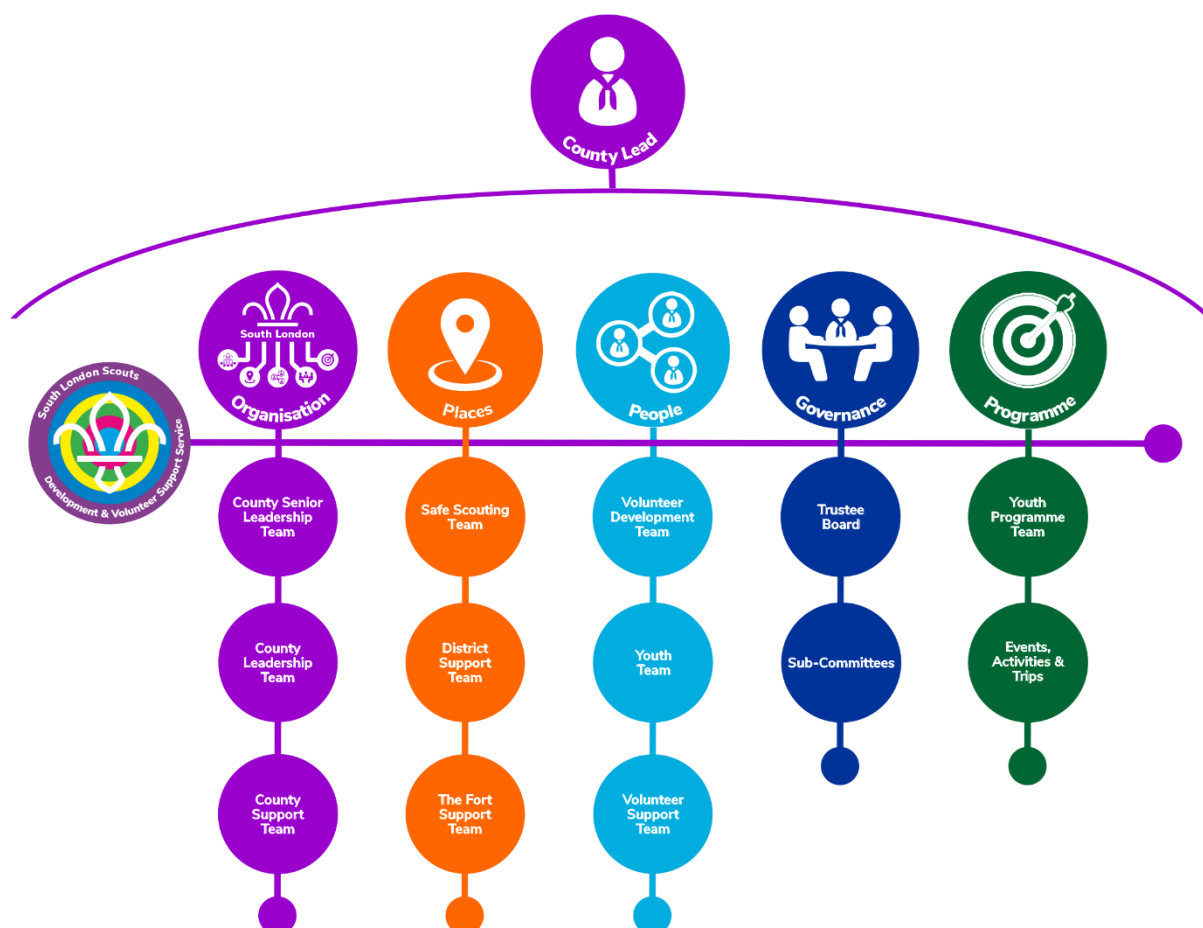
South London Scouts is a dynamic and growing Scout County with over 12,000 members, located South of the River Thames, which covers the London Boroughs of Wandsworth, Lambeth, Southwark, Lewisham, Royal Greenwich, Bexley, and Bromley. We bring communities together and contribute to society. We are proud that South includes 175 Scout Groups and 75 Explorer Units across our seven Districts; that together have over 9,500 young people as members. Our young people are able to develop skills for life, because of over 3,500 amazing regular adult volunteers and at least the same number of occasional helpers. Team South London is more than just a name, it's our culture. Culture is created by living an organisation's values and interacting using behaviours that are appropriate and create an appropriate environment.

As Scouts we are guided by our values:

- **Care:** We support others and take care of the world in which we live.
- **Respect:** We have self-respect and respect for others.
- **Integrity:** We act with integrity; we are honest, trustworthy and loyal.
- **Cooperation:** We make a positive difference; we cooperate with others and make friends.
- **Belief:** We explore our faiths, beliefs and attitudes.

Our Structure

Our county structure consists of five areas of work or functions...

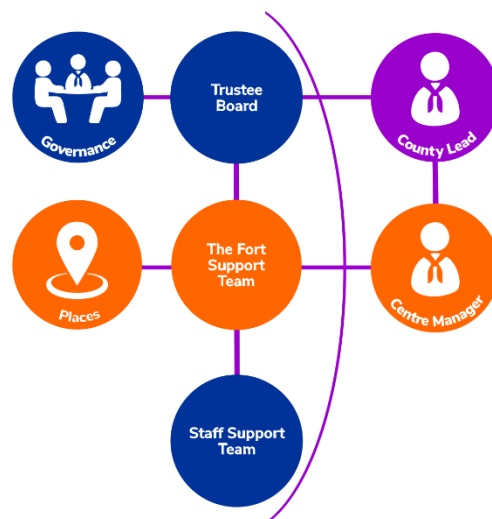


The day to day and strategic management of The South London Scout Centre is led by **The Fort Support Team** which is part of our **Places function**.

The Fort Support Team works under the direction of the **County Trustee Board** to support the effective management, maintenance, and development of the South London Scout Centre.

The Team provides the **Centre Manager** with day-to-day direction and support in partnership with the **County Lead** who is their Line Manager.

The **County Staff Support Team (Sub-committee)** focuses in providing employment support to the **County Board of Trustees**.



Why do we need a Centre Manager?

The South London Scout Centre has been managed, developed and operated solely by a highly dedicated team of volunteers, led by a volunteer Warden, for the last 60 years. The Trustees of South London Scouts have recognised that this is a significant responsibility to place on volunteers, who already give their time very generously, in significant amounts.

We are now seeking to appoint a Centre Manager to support the management, development, and operation of the South London Scout Centre, who will continue to work closely with the volunteer presence involved in managing and running the centre. The centre is open seven days a week and is open all year round with the busier period being March to October. We also have regular users all year round who have keys that allow them limited access to the centre.



Outline of the role

The nature of this post and the working environment requires significant weekend and evening work, this is particularly focussed during the summer months. This will form part of your contracted hours.

During busy periods and the summer months the job requires you to stay on-site with the freedom of your own time when not actively 'on duty'. This enables you to be on hand should you be needed outside regular hours. The Centre Manager is provided with their own bedroom which is located in the privately accessed area of the Centre. The kitchen and bathroom facilities are part of the shared accommodation which is also used by our other staff member and county volunteers.

The successful candidate will need to be flexible in their approach and accept that the working environment is dependent on the usage of the centre. It is expected that the Centre Manager will need to support a volunteer team to cover the management of the centre during their days off, outside their working hours, and booked annual leave.

Principal Responsibilities:

As Centre Manager, you'll be at the forefront of our mission, working alongside a passionate volunteer team from across our Scout County.

You'll play a hands-on role in delivering amazing spaces and facilities that enable Scouts and other groups to run outdoor activities while driving positive change at The Fort.

From shaping customer experiences to building and mentoring our volunteer service team, you'll be a leader, a motivator, and a game-changer. You will lead and Inspire others to create a top-notch experience for our users.

You will build and maintain strong relationships with a diverse range of stakeholders essential to the centres' success.

You'll manage the day to day running of the Centre, ensure the smooth operation of the facility while fostering a safe and engaging environment for scouting and other users of the centre.

You'll work with our team to drive success. Using your leadership and business skills to enhance our offerings and put the South London Scout Centre on the map as the go-to camping spot in London

Responsible to (Matrix of responsibilities):

- The day-to-day management of task and responsibilities - The Fort Team
- Line Management - County Lead Volunteer for South London Scouts
- Employment and H.R. – South London Scouts County Board of Trustees

A matrix responsibility or responsibility assignment matrix (often referred to as a RACI matrix) is a project management tool that assigns roles and responsibilities for tasks, milestones, or deliverables within a project or business process. It clearly maps out who is responsible, accountable, consulted, and Informed for each activity to avoid confusion and ensure accountability.

Working Arrangements

The centre's location is: The South London Scout Centre, Grange Lane, Dulwich, London SE21 7LH

Contracted hours will be 40 hours per week. The incumbent needs to be flexible in their approach and accept that the working environment is dependent on the rate of usage of the centre – for example, it would be expected that, there will be more hours worked during the peak summer season. Because of this, hours of work will be annualised in order to allow more hours to be worked during busy periods and fewer hours to be worked at quieter periods throughout the year.

Delegation of Authority

Delegation of authority will be agreed between the post holder and The Fort Team, who are empowered by the Trustees of South London Scouts, and in line with South London Scouts policies.

Appointment Requirements:

- 18 years or over
- Commitment to the principles of The Scout Association
- Willingness to become a Member of The Scout Association, if not already
- Willingness to undertake mandatory training, as required by The Scout Association and the appointment
- Successful Enhanced DBS vetting checks

Salary and Benefits:

- The starting salary: £27,726 per annum and is non-negotiable
- Salary is paid monthly by direct transfer on or about the 16th day of the month
- This is initially a 6-month fixed contract (probation period), with a view of an additional 3-year contract and the possibility of becoming a permanent role
- Holiday entitlement: starts at 28 days per year, plus the equivalent of 8 days Bank/Public Holidays per annum (3 of which are fixed as Christmas Day, Boxing Day, New Year's Day - the centre is closed between Christmas and New Year's Day, additional leave is granted at this time). There is an expectation that the incumbent will work on all other Bank/Public Holidays and take these days when the centre is not busy
- Enrolment into the South London Scouts Workplace Pension Scheme, unless opt out declared – with an employer contribution of up to 5%

- Allowable expenses, in line with South London Scouts personal expenses policy
- Site specific training will be provided including customer service skills, background to Scouting, first aid, and full induction of policies and procedures for the South London Scout Centre

What you get in return

- You will have the freedom to directly shape the experiences of our customers and deliver the high standard of service our users expect
- The enjoyment that Scouting provides
- Flexible hours – The role will have various working patterns that reflects the centres bookings. Working times will include evenings and weekends
- Basic on-site communal staff accommodation (with a private bedroom)

This pack does not form part of the terms and conditions of employment but aims to give you more information about the role, its context, and an outline of the work you could be involved with.

Person Specification

Who we're looking for as our Centre Manager:

- Proven experience in working in an operational environment
- Strong understanding of the value and impact of informal education, particularly in outdoor settings
- Excellent leadership skills with a professional, positive, and approachable demeanour
- Highly organised with strong time management abilities
- Skilled at building effective relationships with customers, volunteers, and staff
- An assertive, energetic, and determined leader who motivates and inspires others

Essential Requirements

- Excellent people skills
- Ability to communicate clearly and concisely in person and in writing
- Ability to prioritise, manage multiple priorities, create effective work plans and meet deadlines
- Excellent IT skill – inc. Microsoft 365: Word, Excel, Outlook etc.
- Able to prioritise and organise own time and workload and work on own initiative
- Flexibility and the ability to change and contribute to a developing environment
- Full UK driving licence
- Able to lift, move, push, pull, and carry
- Willing to become a member of the Scout Association, which will require an Enhanced DBS check to be completed satisfactorily prior to South London Scouts offering employment
- Flexibility to work non-standard hours and consistency to ensure the service is as good at 2100 hours as it is at 0900 hours
- Ability to remain calm and level headed in stressful situations
- Good team player
- Ability to keep financial records
- Able to track and manage budgets within set limits

Desirable Requirements

- Experience of administering social media
- A working understanding of The Scout Association and the services it provides to its members
- Experience of working in camp sites and/or activity centres
- An understanding of woodland management
- Experience of event management

- Experience of implementing, or managing 3rd party implementation of electronic administration systems, such as online bookings
- A good understanding and appreciation of the most important elements of running a successful Scout Centre
- Lots of initiative and a hands on, can do, approach
- An awareness of health and safety regulations and how to implement them effectively
- Existing first aid qualification

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.



With wonderful facilities and easy access to local transport connections, the South London Scout Centre is a great way to explore central London.



Great transport links



15 minutes from the centre of London



Camping for large groups



Indoor accommodation (for up to 50 people)



Traditional camping



How to Apply

Closing Date

The closing date for application is **Friday 21st February 2025 at 17.00hrs.**

Process

- We are committed to diversity and actively seeking applicants from a wide range of backgrounds
- Applications must be made using our online application form:
<https://form.jotform.com/SLScouts/staff-vacancy-application-form>
- Successful candidates will be contacted within two weeks after the closing date. Due to a possible high volume of applications, we may not be able to act applicants who were not successful. Therefore, if you don't receive a response within 14 days of the closing date, please assume that you were unsuccessful on this occasion
- A shortlist of candidates will then be invited to attend a selection event
- The successful applicant will commence employment as soon as possible upon accepting a conditional employment offer, which will be conditional upon:
 - a) satisfactorily completing the Enhanced DBS checks
 - b) accepting membership of The Scout Association

Opportunity to visit the South London Scout Centre

We would like to offer the opportunity for prospective candidates to make an escorted informal visit to the South London Scout Centre, prior to the closing date for applications. If you would like to visit during our open days which will take place on Saturday 8th & Sunday 9th February, you must contact Dave Hanwell at david.hanwell@southlondonscouts.org.uk to arrange your visit. Further information will then be sent to those registered to join us.

Further Information

For further information, or an informal discussion about this role, please contact: Matt Butterfield at matt.butterfield@southlondonscouts.org.uk.

