



South London Scout Centre

The Fort

Where it all happens!



Centre Assistant

Applicant Information Pack



Scouts

South London

What is scouting...

...the world's largest youth movement

Scouting is a worldwide movement with over 50 million members across the globe, spread across 216 countries and territories.

...with 500,000 members in the UK

This includes around 100,000 adults who have taken up appointments as volunteer leaders, helpers, administrators and supporters. Scouting across the UK is operated locally in 10,000 scout groups and 2000 explorer scout units.

...everyone from all faiths & backgrounds

The Scout Association in the UK accepts members of all faiths and offers equal opportunities are offered to everyone no matter what their background may be.

...learning by doing from 4 to 25 years

Scouting works well when young people enjoy 'learning by doing' working in partnership with adults - taking part in activities and new experiences, exploring the outdoors, participating in teams and taking responsibility.

...following the scout promise

Scouting has a simple and positive promise that all members are required to make. The promise, together with the scout law, gives a distinctive ethos to the practices of the movement and acts as a bond with scouts in other countries.



The Fort - South London Scout Centre

The South London Scout Centre – known by most as The Fort, is our county centre and campsite. It is loved and used by members of our groups and units across South London, by scouts, guides and other youth organisations across the country and the world, and by members of other organisations, families, and friends in our local community and far and wide. Our centre, known as The Fort, has wonderful facilities and easy access to local transport connections, which makes it such an easy place to experience.

The centre is a 15 minute train journey from central London and is within easy walking distance of Dulwich Picture Gallery, Horniman Museum, and Crystal Palace National Sports Centre.

What's on offer:

- amazing camping facilities
- great access to London and its attractions
- high standard of indoor accommodation
- excellent for patrol camping



Centre location

Located at the top of Grange Lane, in Dulwich, The Fort is a short walk from Sydenham Hill train station.

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



We are excited that you are interested in our Centre Assistant role.

This information pack aims to give you more details 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 part of 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

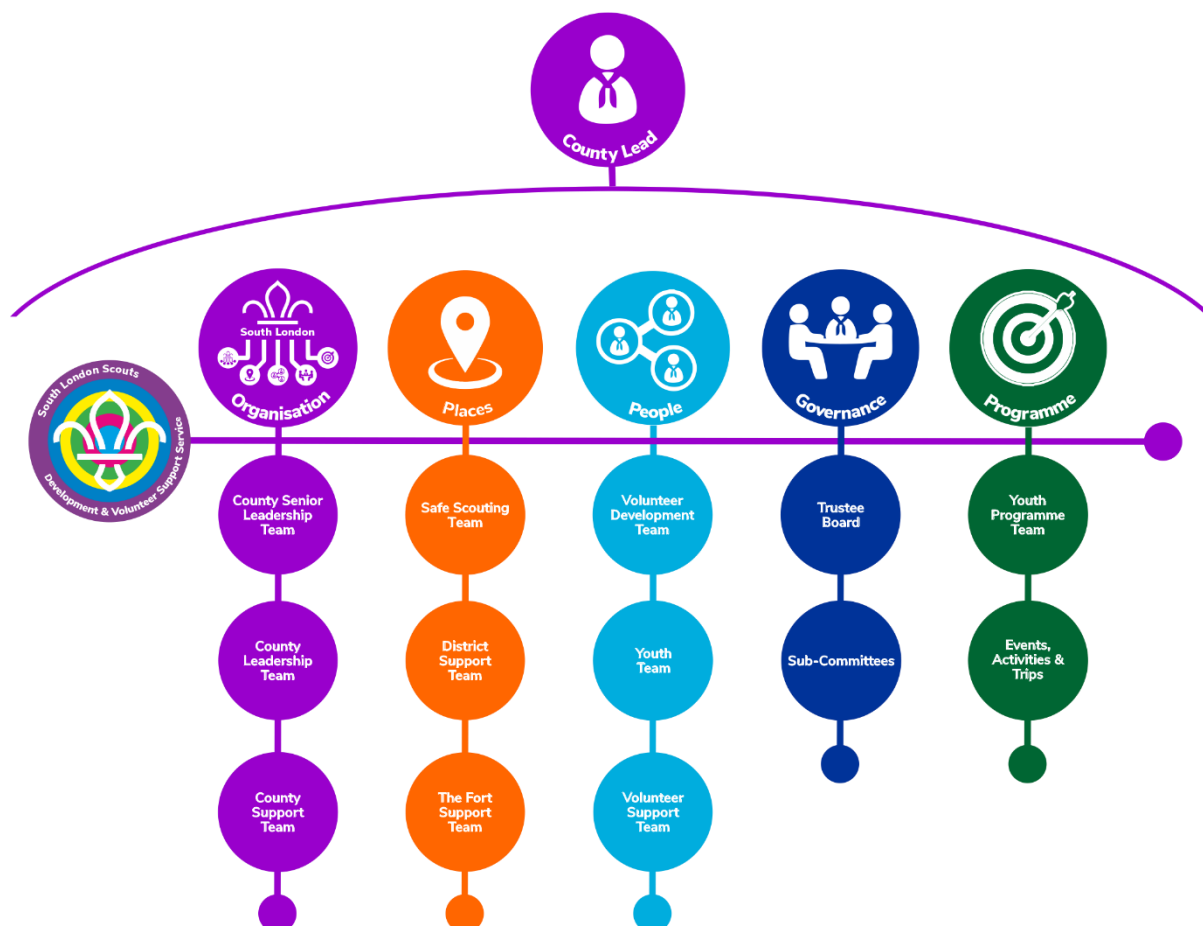
South London Scouts is a dynamic and growing Scout County with over 12,000 members, located South of the River Thames, which covers the London Boroughs of Wandsworth, Lambeth, Southwark, Lewisham, Royal Greenwich, Bexley, and Bromley. We bring communities together and contribute to society. We are proud that South London Scouts includes 166 Scout Groups and 74 Explorer Units across our seven Districts; that together have over 9,800 young people as members. Our young people are able to develop skills for life, because of over 3,000 amazing regular adult volunteers and at least the same number of 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 a positive 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...

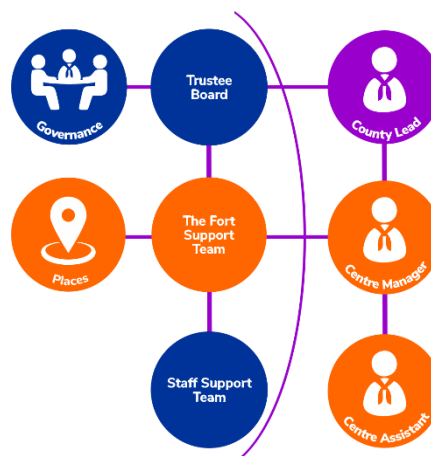


The day to day and strategic management of The South London Scout Centre is led by **The Fort Support Team** which is part of our **Places** function.

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 & Centre Assistant** 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)** focusses in providing employment support to the **County Board of Trustees**.



Why do we need a Centre Assistant?

The South London Scout Centre, fondly known as The Fort, 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 Assistant to work with our Centre Manager and support the management, development, and operation of the South London Scout Centre. The Centre Manager and Centre Assistant will 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

Centre Assistant – South London Scout Centre (The Fort)

As our Centre Assistant, you will work closely with the Centre Manager, centre volunteers, and our dedicated volunteer centre management team and will play a key role in the day-to-day running of The Fort to ensure it operates efficiently, safely, and with a warm welcome for all our visitors.

This is a dynamic role that involves a variety of tasks including:

- acting as Duty Manager two days a week, (during the Centre Managers days off), this will involve staying onsite overnight when there are guests staying at the centre
- guest liaison
- volunteer rotas
- maintain cleaning and maintenance schedules
- centre operations
- administrative support

Due to the nature of the role and the Centre's operating hours, this will involve the need to stay on site overnight significantly more during the busy summer season. While not on active duty, you will have the freedom of your own time onsite. This enables you to be on hand should you be needed outside regular hours. The Centre Assistant is provided with overnight accommodation, with access to a private 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 members and county volunteers. This offering is not a residency but can be used during working hours and when required to stay on site.

We are looking for someone with a flexible, proactive approach, and who is committed to delivering excellent service in a busy, youth-focused environment. A collaborative attitude and the ability to adapt to the changing needs of the Centre are essential.

Delegation of Authority

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

Responsible to (Matrix of responsibilities):

- The day-to-day management of tasks and responsibilities - The Fort Team in partnership with the Centre Manager
- 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. Which is the work location two days a week (minimum of 14 hours with the need to stay later or stay on site overnight when the centre is in use). Homebased working could be an option one day (7 hours) a week to carry out administration tasks.

Contracted hours will be 21 hours per week. Additional required hours worked beyond the contracted 21 hours will be paid,

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 additional hours worked during the peak summer season, including evenings and the occasional weekend.

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 role offers a starting salary of £28,000 per annum, paid pro rata based on a 21-hour working week. Additional hours worked beyond the contracted 21 hours will be paid on an hourly rate, when required to stay later to lock-up after an evening booking or overnight on-site during busy periods. This flexible arrangement ensures fair compensation for the varied and responsive nature of the role.
- 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 may occasionally need to work on a Bank/Public Holiday as part of the working week 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 background to Scouting (if required), 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 Assistant:

- Problem-solving in a customer-focused environment
- Coordinating daily tasks to deliver high-quality customer service
- Excellent communication skills
- First Aid qualification (or willingness to obtain one)
- Proven experience in working in an operational environment
- Strong understanding of the value and impact of informal education, particularly in outdoor settings
- Professional, positive, and approachable demeanour
- Highly organised with strong time management abilities
- Skilled at building effective relationships with customers, volunteers, and staff

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, Teams 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
- 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 consistent throughout the working day
- Ability to remain calm and level-headed in stressful situations
- Good team player
- Ability to keep financial records

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
- Experience of event management
- An understand of managing 3rd party electronic administration systems, such as online bookings

Why join us?

We are committed to fostering an inclusive environment where everyone feels valued and empowered to contribute. 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.

We believe in creating life-changing experiences for young people and that starts with our team. If you're looking for a fun, active, and rewarding role where you can make a real difference, we'd love to hear from you!



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 **noon (12pm) on Friday 23rd May**.

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 acknowledge 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 the site before the closing date, you must contact Dave Hanwell at david.hanwell@southlondonscouts.org.uk to arrange your visit.

Further Information

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





southlondonscouts.org.uk



contact.us@southlondonscouts.org.uk



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