



**Where it all happens!**



# **Centre Manager**

Applicant Information Pack





# 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

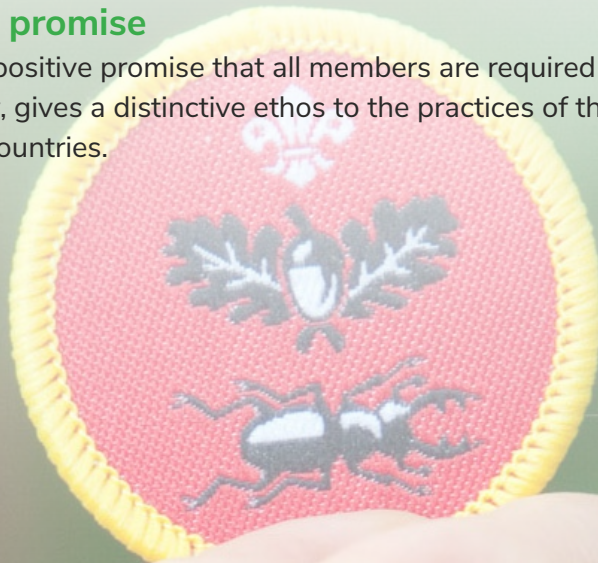
The Scout Association in the UK accepts members of all faiths and offers equal opportunities are offered to everyone no matter what their background may be.

## ...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.



# Thank you for your interest in our Centre Manager 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

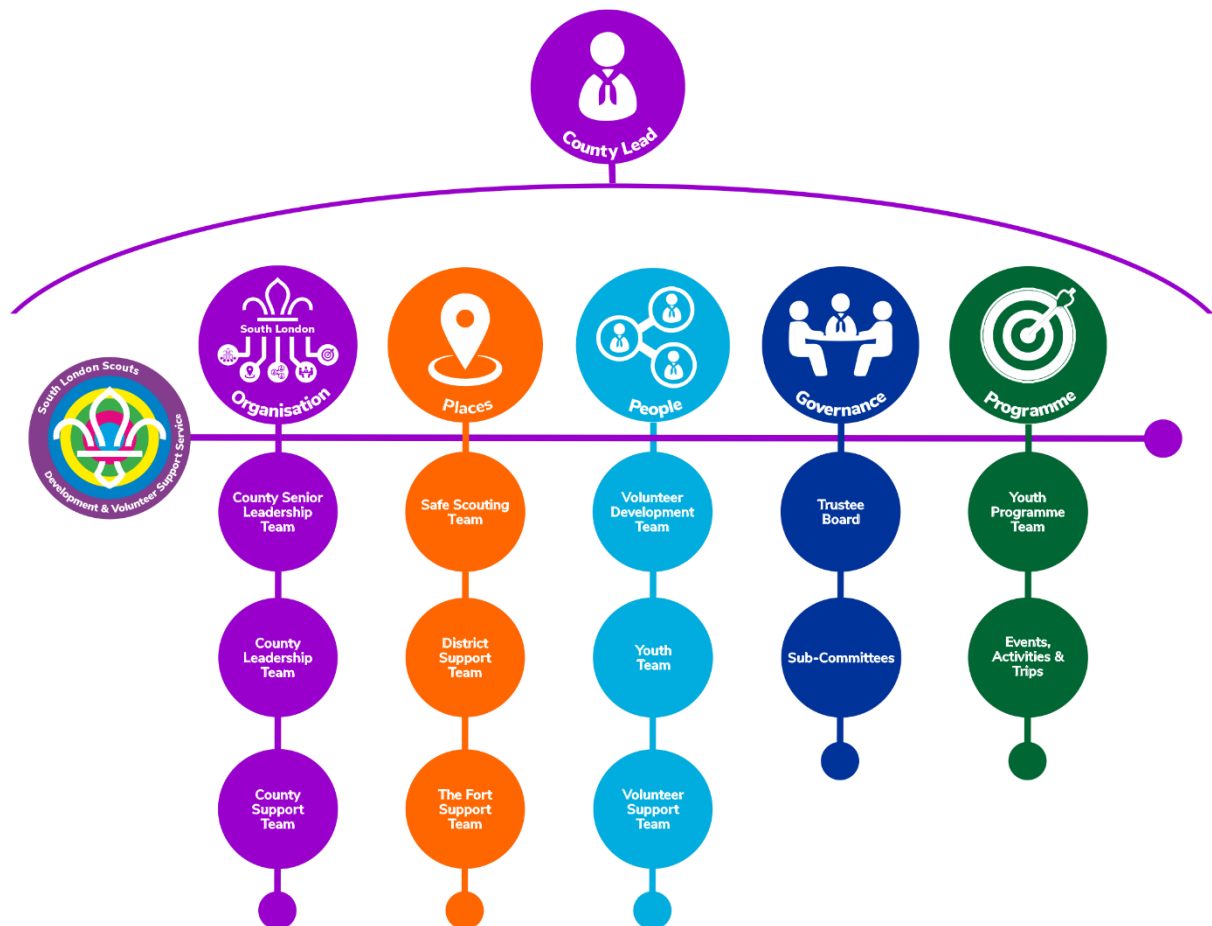
South London Scouts is a dynamic and growing Scout County with over 12,000 members, located South of the River Thames, which covers the London Boroughs of Wandsworth, Lambeth, Southwark, Lewisham, Royal Greenwich, Bexley, and Bromley. We bring communities together and contribute to society. We are proud 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...

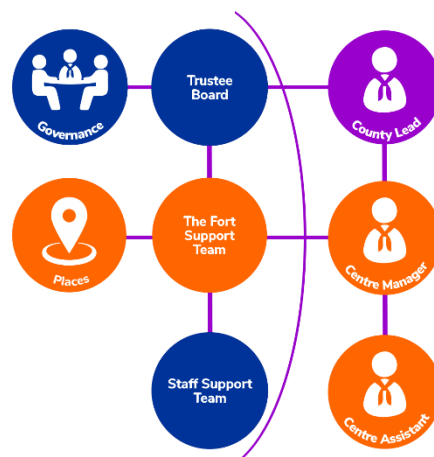


The day to day and strategic management of The South London Scout Centre is led by **The Fort Support Team** which is part of our **Places** function.

**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** 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 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 in particular the summer months the job requires you to stay on-site. 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 Manager is provided with a private bedroom/sitting room 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.

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. The Centre Manager will also line manage the workload of our Centre Assistant (employed for 21 hours a week), and who will also cover the management of the centre during their days off and booked annual leave.

### Principal Responsibilities:

As Centre Manager, you'll be at the forefront of our mission, working alongside the Centre Assistant and our 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 facilities 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 tasks 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. Homebased working is not an option.

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, including evenings and weekends. 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 is £35,000 per annum and is non-negotiable
- Salary is paid monthly by direct transfer on or about the 16<sup>th</sup> 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 plan with the Centre Assistant to ensure staff cover 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 (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 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, 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
- 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 21:00 hours as it is at 09:00 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 digital/online 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 (or the willingness to gain one)

### 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 23<sup>rd</sup> 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>
- 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](mailto: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](mailto:matt.butterfield@southlondonscouts.org.uk).







**[southlondonscouts.org.uk](https://southlondonscouts.org.uk)**



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