Scouts

South London

Where it all happens!

County Support Assistant

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.

We are excited that you are interested in our County Support 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 171 Scout Groups and 77 Explorer Units across our seven Districts; that together have over 10,000 young people as members. Our young people are able to develop skills for life, because of over 3500 amazing regular adult volunteers and at least the same number of helpers. South London Scouts 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 friend
- **Belief**: We explore our faiths, beliefs and attitudes

Our Structure

Our county structure consists of four areas of work or functions; these are supported by our County Volunteer Support and Development Service...

Why do we need a County Support Assistant?

We are seeking to appoint a County Support Assistant to help expand the services we provide to our volunteers and centre customers.

Across South London Scouts, volunteers at every level give their time generously to deliver high-quality Scouting. To ensure they are properly supported, our County Volunteer Support Service provides guidance, coordination, and practical assistance. As our County continues to grow and develop, the administrative demands associated with supporting volunteers and maintaining effective communication have increased. Additional support is now needed to ensure these services remain responsive, efficient, and sustainable.

The County Support Assistant will work alongside our County Volunteer Support and Development Manager, South London Scout Centre Manager, County Leadership Team, and County Trustee Board. The role will help ensure the effective operation of our volunteer support services while also overseeing key administrative processes that underpin the day-to-day running of our County centre — the South London Scout Centre.

By strengthening coordination, improving administrative efficiency, and supporting both volunteers and staff, our County Support Assistant will play an important part in ensuring the continued success of the services that support Scouting across South London and the ongoing benefits of the South London Scout Centre to both Scouting and the wider community.

Outline of the role

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 South London Scouts and The Fort are essential.

1 – Work as a member of the County Volunteer Support Service (2 or 3 days a week – as required)

The County Volunteer Support Service exists to enhance the volunteering experience by working collaboratively with volunteers across the county to provide the resources, administrative support, advice and services that enable the effective day-to-day operation of the county.

This includes:

- managing youth and adult joining enquiries
- dealing with general enquiries from the public and from our volunteers

- maintaining key systems and records
- overseeing operational administration
- ordering supplies
- providing support for county teams, events, governance, communications and digital services

The Service also plays a central role in county-wide processes including awards administration, the annual census, AGM, awards events, and the management of the county's digital and physical legacy.

As our County Support Assistant, you will work closely with our County Volunteer Support & Development Service Manager, County Lead Volunteer, County Chair, and County Volunteers and will play a key role in the day-to-day provision of the Volunteer Support service.

2 – Provide day to day support to the South London Scout Centre (2 or 3 days a week – as required)

As our County Support Assistant, you will also work closely with our 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:

- bookings, invoicing, and general administrative support
- volunteer team rotas
- maintain cleaning and maintenance schedules
- records of centre operations
- guest liaison

You will also act 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. This means that there will be a 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 users of the centre need assistants outside regular hours.

The County Support 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, and to help you fulfil your responsibilities.

Line Management (our matrix of responsibilities):

Delegation of authority will be agreed between the post holder and:

- The Centre Manager for tasks relating to the day-to-day operation of the South London Scout Centre
- The County Volunteer & Development Service Manager for tasks relating to the day-to-day operation of Volunteer Support Services
- The County Lead Volunteer for South London Scouts for day to day line management

- The South London Scouts County Board of Trustees for employment and H.R. matters

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 at least 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). The option of homebased working is available for the rest of the working week.

To ensure the flexibility required for this role, 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.

Contracted hours will be 35 hours per week. Additional required hours worked beyond the contracted 35 hours will be banked as time off in lieu* (TOIL) in line with the county's time off in lieu policy.

*Time off in lieu (TOIL) is a system where employees receive paid time off instead of payment for extra hours worked, allowing
for improved work-life balance.

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 and current administrative workload – 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:

- Be at least 18 years old
- 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
- Salary is paid monthly by direct transfer on or about the 25th 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 and volunteer support service 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 and admin processes training will be provided including, first aid, and full induction of policies and procedures for South London Scouts and the South London Scout Centre

What you get in return

- You will have the freedom to directly shape the experiences of our customers and volunteers 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, day-to-day team working arrangements, and workloads. Working times will include some evenings and weekends
- Basic on-site communal staff accommodation (with a private bedroom) which can be used to benefit working arrangements

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 County Support 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

- 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!

The Fort

Scouts
South London

How to apply

Closing date

The closing date for application is **noon (12pm) on Friday 30th October 2026**.

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

Further Information

For further information, or an informal discussion about this role, please contact:

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