



# Adventure Experience Manager

**Youlbury Scout Adventure centre**

**Applicant Information Pack**



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# About us

We're Scouts and everyone's welcome here. All genders, races and backgrounds. Every week we give almost half a million people aged 6-25 the skills they need for school, college, university, the job interview, the important speech, the tricky challenge and the big dreams: the skills they need for life.

At a time when communities are becoming more divided, we bring people together. When many young people are struggling to find purpose and belonging, Scouts helps them develop skills, confidence and a sense of hope. We inspire positive futures and help young people find their place in the world by developing the character, employability and practical skills they need to succeed.

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*'Scouts made me a do-er and a give it a go-er. Made me question and listen and have a wide-open mind. Scouts made me take a deep breath and speak up. Made me think on my feet, made me see the big picture, made me ignore the butterflies and go for it. Scouts made me get back up and try again. Made me think about what's next, and plan for it. Made me jump in, get muddy, give back and get set.'*

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## What do Scouts do?

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.

## What do volunteers do?

Helping young people develop skills for life is only possible thanks to our team of adult volunteers, who support Scouts in a wide range of roles from working directly with young people, to helping manage a local community based Group, to being a charity Trustee. We help volunteers get the most out of their experiences at Scouts by providing opportunities for adventure, training, fun and friendship.

Our award winning training scheme for volunteers means that adults get as much from Scouts as young people. Our approach focuses on what you want to get out of volunteering with Scouts, while respecting how much time you can offer. Over 90% of Scout volunteers say that their skills and experiences have been useful in their work or personal life.

# Our strategic plan

**By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.**

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 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. 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 460,000 young people aged 6-18 (including the highest number of girls in our history) get the best possible start in life.

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.

## Skills for Life

### Our plan to prepare better futures 2018-2023

#### Our vision

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver 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

We will achieve the following goals against our four objectives:

#### Growth

- 50k more young people
- 10k more Section Leaders
- 5k more Young Leaders

#### Inclusivity

- The demographic of adult volunteers reflects society
- In 500 more areas of deprivation

#### Youth Shaped

- 250k young people shape their Scouting each year
- 50% young people achieve top awards

#### Community Impact

- 250k young people making a positive impact in their local communities each year
- 50% young people achieve top awards

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#### Our three pillars of work

To meet these objectives, we will focus on three pillars of work:

Programme	People	Perception
A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools.	More, well trained, better supported and motivated adult volunteers, and more young people from diverse backgrounds.	Scouting is understood, more visible, trusted, respected and widely seen as playing a key role in society today.

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*'I believe that Scouts empowers young people. It gives them skills to achieve the remarkable, and opportunities to develop a deeper understanding of the rapidly changing world.'* Tim Kidd, UK Chief Commissioner

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# Our values

<b>Integrity</b>	We say what we mean and when we make a promise, we keep it.
<b>Respect</b>	We listen to others, explore our differences and work to find common ground.
<b>Care</b>	Scouts are friends to all and think of others before themselves.
<b>Belief</b>	We believe passionately in improving the lives and life chances of young people and helping them explore and develop their beliefs and attitudes.
<b>Cooperation</b>	Scouting is about teamwork. We believe that when we work together we achieve more than we can on our own.

# Our key policies

All members follow our key policies. The policies cover:

- Child Protection
- Religion
- Equal Opportunities
- Safety

These policies are fully explained on our website at <http://scouts.org.uk/about-us/key-policies/>

# Did you know?

- 9 out of 10 parents think their children would benefit from learning skills for life
- 83% of parents think Scouts helps young people develop skills for life
- 9 out of 10 UK adults think Scouts develop empathy
- 9 out of 10 UK adults think Scouts develop active listening skills 11 of the 12 people to walk on the moon were Scouts.
- Scouts have stood on the summit of Everest and at the South Pole.
- Scouts are public spirited – all our leaders are volunteers and nearly half (47%) volunteer outside of Scouts too.
- Over 160,000 adult volunteers in Scouting learn new skills, make new friends and make a positive impact in their communities.
- We offer over 200 activities from abseiling and coding to drama and water-zorbing.
- Over a quarter of UK Scouting's membership is female.



We're Scouts and everyone's welcome here. All genders, races and backgrounds. Every week we give almost half a million people aged 6-25 the skills they need for school, college, university, the job interview, the important speech, the tricky challenge and the big dreams: the skills they need for life.

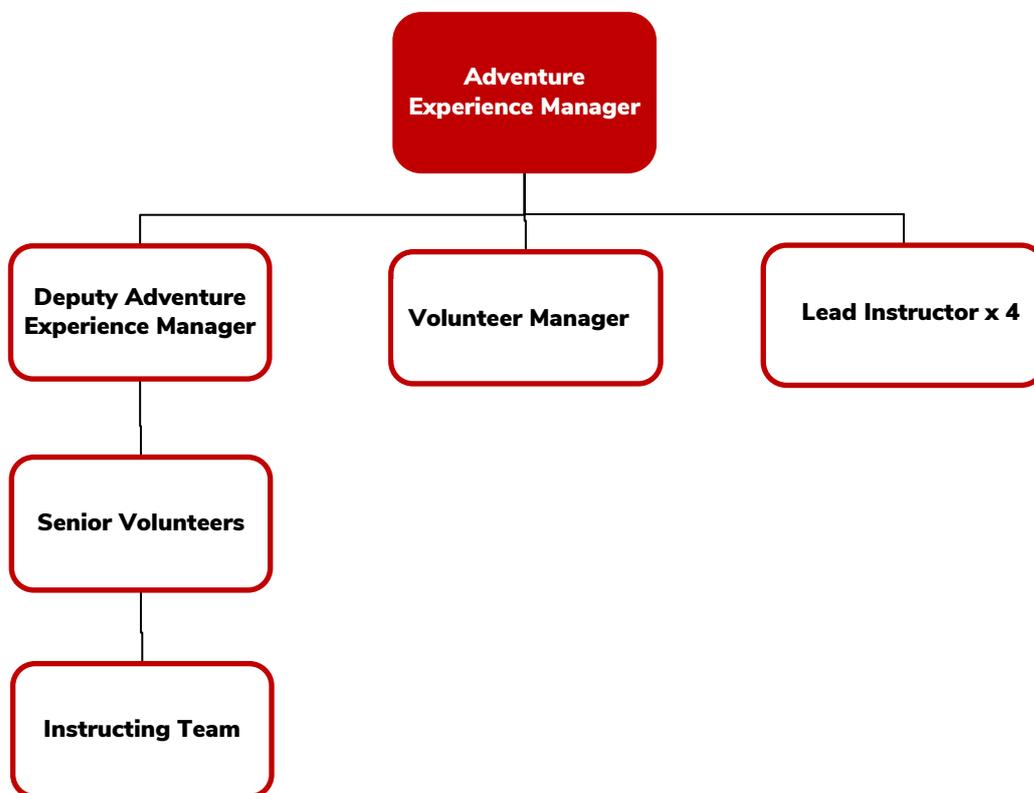
At a time when communities are becoming more divided, we bring people together. When many young people are struggling to find purpose and belonging, Scouts helps them develop skills, confidence and a sense of hope. We inspire positive futures and help young people find their place in the world by developing the character, employability and practical skills they need to succeed.

# Our Structure

The UK headquarters of the Scouts is based at Gilwell Park, Chingford, London, and is operationally divided into four directorates



# The Team Structure



# Scout Adventures

Scout adventures exists to provide safe spaces for young people to take part in adventures which challenge and inspire them. At the heart of what we do is the Scout method - with experiences built around team work, spending time outdoors, camping, leadership and taking responsibility for yourself, each other and the environment.

We aim to create a community where volunteers, staff and visitors naturally operate at their best, forming strong connections supporting them towards greater independence and discovery of the world.

As custodians of the places we manage, our mission is to enhance the environment in which we operate at the same time as enriching the lives of our people and our visitors.

- Scout Adventures are based right across the UK.
- We help Scouts (young people and adults) have brilliant days and nights away.
- We show off the great places and people who support the Scouts.
- We help young develop skills for life by offering safe, challenging and exciting days and nights away.
- We help people think differently about the Scouts.
- We help keep down the cost of Scouts so more people can get involved.

# The role

## Overview

This job is about ensuring that our visitors all have a great experience of the Scout Adventures product. With an absolute focus on how people experience our locations, the post holder will lead our on-centre team of volunteers and staff to deliver amazing outdoor experiences to our visitors.

This role has a broad spectrum of responsibility on site and includes both planning for and delivering effective programmes to young people. It will also lead the way with leading and supporting our volunteer and staff team, helping them to be great at their roles and add value to our visitors at the same time.

Rest assured, this role is about as far from your average 9-5 as you can get.

## Role description

**Responsible to:** Deputy Head of Scout Adventures- Operations and Experience

**Department:** Scout Adventures

**Base Location:** Youlbury, Live in role

**Term:** Permanent

**Salary:** £33,594 Band F

**Hours:** 40

**Line Management Responsibility:** Lead instructors, senior volunteers, volunteers

## Key tasks

- Line manage a team of up to 10 staff, up to 35 full time volunteers and up to 50 part time volunteers.
- Support the management of an expenditure budget of around £600k per annum
- Lead the way to ensure that all visitors to the centre have an amazing experience of the Scout Adventures product.
- Ensure that the centre runs smoothly and safely in line with Scout and Scout Adventures policy and procedures as well as supporting our evolution to deliver higher quality adventures.
- Contribute to the development of the centre; both towards supporting the volunteer and staff team as well as the wider development of the centre.
- Work with the centre team to provide a consistent and positive management approach to volunteers on the centre; supporting them to be the best that they can be.
- Provide on-call duty management support as required across the Scout Adventures network.
- Develop and implement efficient and effective daily operating processes, ensuring that all team members have the information that they need to be great at their roles.
- Other tasks as required to ensure that every visitor has a safe and memorable experience.

# Person specification

## We are looking for

This role is the needle and thread that makes our adventures centres work – you'll be excellent at planning and Coordinating our volunteers, staff, contractors, caterers, group leaders and facilities teams to produce a seamless and high quality experience for the thousands of young people coming through our gates each year.

Keeping an eye on all the little things that make the big picture work is the day to day of this role, ensuring that we are both planning for the future and being great today. This person knows what's happening on site all the time and instinctively leads each group through their experience without creating clash with other user groups.

You'll be joining a great team; working hard to give as many young people as possible an opportunity to have an adventure with us. Maintaining relationships with a wide range of stakeholders who all are all involved in operating the centre will be key to success.

## Experience

- Proven competence in managing teams in an operational setting.
- Understanding of the value and importance of informal education; especially in the outdoors.
- Experience managing support services such as catering, and maintenance contractors.
- Experience of problem solving in a customer service focussed environment
- Some delivery experience, either in an educational, outdoor educational or visitor experience environment.
- Confidence working in a values based working environment.

## Skills, Abilities & Knowledge

- Highly personable and people motivated.
- Organised and comfortable with leading change.
- Ability to build effective relationships with visitors, volunteers and staff.
- Be able to take responsibility for financial management of elements of centre budget as required.
- Skilled collaborator, with the ability to use the skills of those around you to deliver best overall product.
- Ability to work logically in a measured and structured manner.

## Values and Personal Qualities

- A self-aware, positive and approachable leader.
- An effective leader who is assertive, energetic and determined.
- An excellent role model who promotes high standards or integrity, and commands trust and confidence from others.
- Able to maintain an up to date knowledge of technical competency areas and take a proactive approach to self-development and performance improvement.

# The benefits

**Holiday Entitlement:** 25 days per year plus bank holidays. This increases after two years' service to 28 days and after five years to 32 days.

**Additional Holidays:** The Scout Association operate an office closure during the Christmas and New Year holiday period that provides up to an additional 3 days of extra leave. Exact working days over the Christmas and New Year period are to be agreed with the centre manager.

## Looking after your health and wellbeing

**Simply Health Scheme** You will have access to a medical scheme to help you with the cost of your everyday healthcare fully funded by the Association such as optical, dental and many more. You can also access to the Gym discount, family day-out discount and online health risk assessment.

**Sickness absence** We pay sickness above the statutory minimum requirement.  
(Above benefits apply to employees upon completion of three months in their role unless otherwise stated)

**Food and drink** Lunch is provided to all staff at the centre when they are working and free beverages are available.

## Looking after your future

**Generous Pension Scheme** We are committed to providing our staff with a best work place pension scheme that is highly competitive in the third sector. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows..

This plan allows employees to contribute a minimum of 2% of their gross salary up to the maximum allowed within HMRC limits. The Association will contribute twice your contribution, up to a maximum of 10% of gross salary. Employees can benefit further by saving you the National Insurance contribution paid into your pension pot.

**Life Assurance** All employees are covered by a scheme which pays four times the basic salary in the event of death in service.

## Getting to and from work

**Car parking** All sites offer free car parking to employees. (NB this is a live on position)

## We are proud to be a **family friendly employer**

**Personal Days** Up to four personal days paid leave a year.

**Maternity/Paternity Leave** We pay maternity leave above the statutory minimum requirement.

**Childcare Vouchers** This salary sacrifice scheme enables employees to purchase childcare vouchers.

**Start and finish time** Employees can apply for some flexibility on their start and finish times of work.

## Making your money go that little bit further

**Scout Store purchases** Employees can make purchases from Scout Store with a discount of 25% on certain items, excluding uniforms.

**Online Benefits Portal** Our online benefits portal allows you to tailor make your own benefits package.

## Developing yourself and others

**Study and volunteer leave** Special leave includes paid leave for volunteering and study leave

# How to apply

Before making an application please ensure that you have read the Recruitment and Selection policy: <https://www.scouts.org.uk/about-us/policy/recruitment-selection-policy/>

You can read more about working at Scouts here: <https://scouts.org.uk/about-us/jobs/working-at-thescouts/>

We would be grateful if you would also complete the Recruitment Monitoring questions on the Application Form. Our Equal Opportunities policy can be found here: <https://www.scouts.org.uk/por/2-key-policies/equal-opportunities-policy/>

The closing date for applications is **Thursday 4 November 2021**.

First round interviews will be held online on **20 November 2021**. If successful, second round interviews will be held at Youlbury on 1st December.

Accommodation can be provided the night before the interview if required.

If you would to discuss the role in more detail, please contact [Recruitment@Scouts.org.uk](mailto:Recruitment@Scouts.org.uk)

To submit an application, please apply [here](#)

