



Applicant  
Information  
Pack

# Adventure Experience Coordinator

**Permanent**

 **Great Tower, Lake District**



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## What's inside this pack?

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# Welcome

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. We encourage our young people to do more, learn more and be more. We're a worldwide movement, creating stronger communities and inspiring positive futures. We welcome talent from all backgrounds and your contribution to help even more young people succeed in life.



Carl Hankinson, UK Chief Commissioner



Matt Hyde, Chief Executive



**"As a young boy, Scouting gave me a confidence and camaraderie that is hard to find in modern life. Kids in the UK need a sense of belonging and community more than ever. I'm proud to be the Chief Scout in the world's greatest youth movement. It is the biggest privilege I have ever had – more than [serving in] the SAS or [climbing] Everest."**

**Bear Grylls, Chief Scout**



# Our strategic plan

## Skills for Life

### Our plan to deliver better futures

#### Our vision

By 2025 we will have prepared more young people with skills for life, supported by amazing leaders delivering 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

Our plan is to build on the success of the previous plan: to continue to grow, become more inclusive, to be shaped by young people and to make a bigger impact in our communities. We have set new goals for 2025.

Growth	Inclusivity	Youth Shaped	Community Impact
<ul style="list-style-type: none"><li>• 50,000 more young people aged 6-18 in Scouts</li><li>• 10,000 more frontline adult volunteers (Section Leaders and Assistant Section Leaders)</li><li>• 5,000 more Young Leaders</li></ul>	<ul style="list-style-type: none"><li>• we will have started Scouts in 500 more areas of deprivation reaching young people who could benefit the most</li><li>• our adult volunteers will reflect the demographics of our society</li></ul>	<ul style="list-style-type: none"><li>• 250,000 young people will be shaping their experiences at Scouts</li><li>• 50% of young people will be achieving the top awards</li></ul>	<ul style="list-style-type: none"><li>• at least 250,000 young people will be making a positive impact in their community each year</li><li>• 50% of young people will be achieving the top awards</li></ul>

#### Our programmes of work

Due to the impact of COVID-19, our Skills for Life strategy has been extended until 2025. The programmes of work that'll help us to achieve this strategy have been revised to: People, Programme, Perception, Digital and Early Years.

We're involving people on the ground every step of the way in the updated strategy, to make sure anything new works for the majority and genuinely make things better, easier and more fun.

#### Programme

A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools.

#### People

More, well trained, better supported and motivated adult volunteers and young people, from diverse backgrounds.

#### Perception

Scouts is clearly understood, more visible, trusted, respected, and widely seen as playing a key role in today's society.

#### Digital

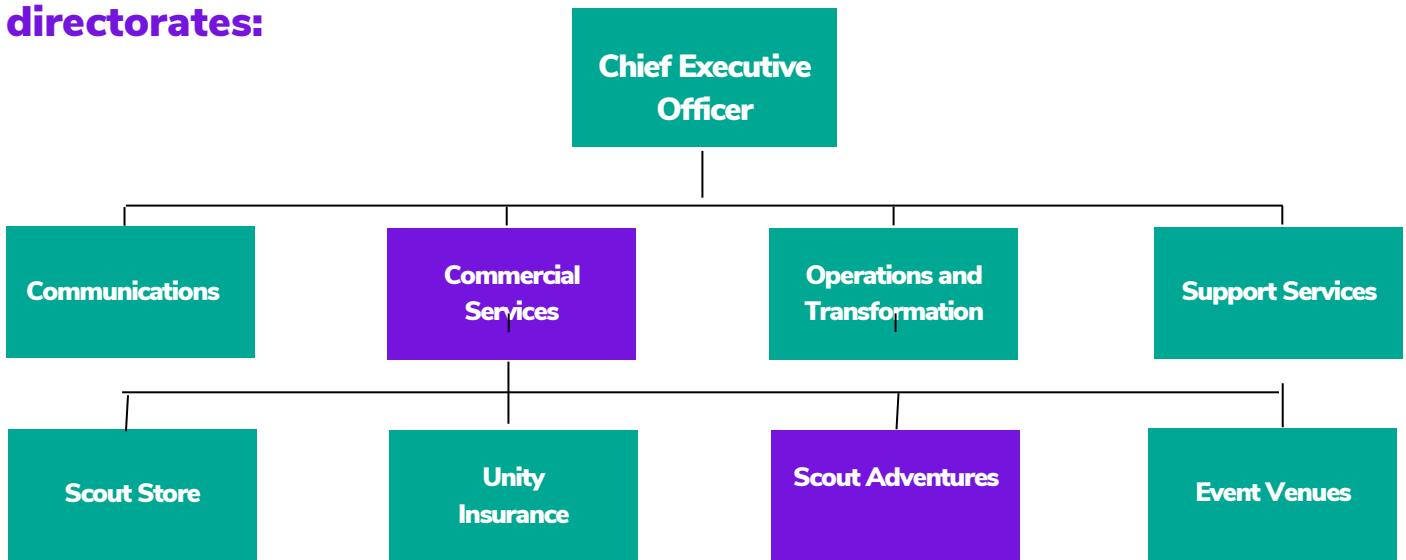
Embedding our digital principles and transforming the Scouts experience with better digital tools.

#### Early years

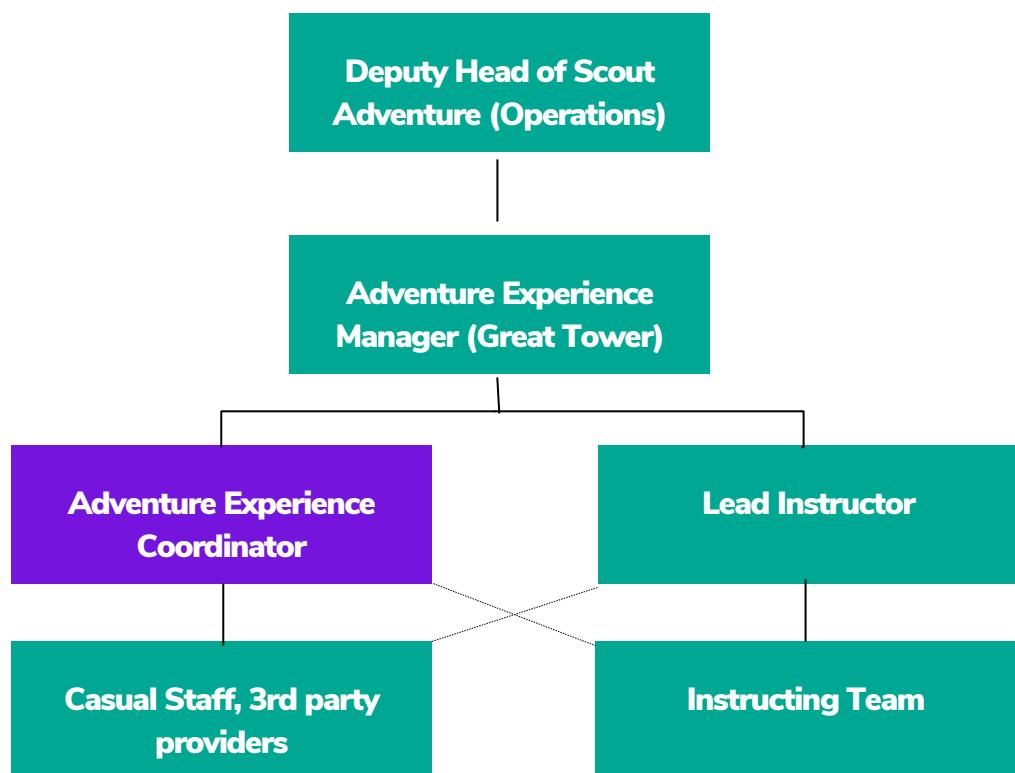
Provide more young people with skills for life through a new section for four and five year olds.

# 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



# The role

<b>Responsible to:</b>	Adventure Experience manager
<b>Department:</b>	Scout Adventures
<b>Base Location:</b>	Great Tower, Lake District
<b>Term:</b>	Permanent
<b>Salary:</b>	£ 22,637 per annum, band C, level 3
<b>Hours:</b>	40 hours per week

## Core purpose

We believe that amazing things happen in the great outdoors. Our senior staff inspire, coach and teach our volunteer and apprentice instructors who go on to work with thousands of young people each year in the art of Adventure. Working in one of the country's most inspirational locations this is an opportunity to join the Scout Adventures team. Learning by doing is at the heart of Scouting and that's exactly what you'll be helping young people and your team to do.

We're looking for an Adventure Experience Coordinator to join our team who is just as passionate as we are about getting young people outdoors to have an adventure. The Adventure Experience Coordinator will primarily be responsible for ensuring the smooth operation of our adventures and will be responsible for creating adventure programmes for groups, being the key point of contact for 3rd party adventure providers and completing scheduling for instructors, casual staff and volunteers. You will already have experience of working at an Activity Centre or similar setting and have an understanding of the various processes and systems which help to make a centre successful. You'll have an eye for detail and be good at forward thinking and planning ahead.

To be the Adventure Experience Coordinator Great Tower it is essential that you have the skills to support the centre. We would welcome applications from those with a blend of office and IT skills, as well as an understanding of the practical side of outdoor education.

## Key accountabilities

### Coordination of instructing team (staff, volunteers and Apprentices)

- Assisting with the management of contractors, volunteers and other staff, providing line management for a team of volunteers.
- Coordinating the use of casual instructors, including overseeing their induction and deployment

### Coordination of Group programmes

- Sourcing and building relationships with 3<sup>rd</sup> party providers to provide adventures to our guests, expanding the offer with new activities and opportunities for adventure.
- Liaising between guests and 3<sup>rd</sup> party providers to create adventure programmes, and plan the logistics of programme delivery to provide a seamless experience for guests.
- Ensuring all due diligence checks and administrative paperwork is kept up to date for use of 3<sup>rd</sup>

- party providers to ensure the safety and quality of the programme for our guests.
- Ensure that the instructing team receive comprehensive, correct and up to date information about visiting groups and guests.

### Instructing and Training

- Delivering relevant training to the internal team in areas of specialty.
- Occasionally assist with monitoring the safety and quality of activity sessions.

### Duty Manager

- First point of contact for management of the centre on a rota basis; including managing the site team and any service crews.

### Other duties

- Assist with the planning and implementation of on-site projects as needed.
- Assisting with taking bookings, checking in/out groups and liaising with guests.
- Assist with general maintenance and housekeeping tasks as necessary to run the centre.

### Safeguarding young people

- As a youth focused organisation, applicants agree to comply at all times with the safeguarding rules including vetting and Basic/Enhanced DBS checks.

# The person

### Experiences

- Understanding of working within an operational outdoor education environment, preferably with experience of working at a residential adventure or hospitality setting.
- Knowledge of outdoor education and the outcomes of adventurous activities allowing you to build effective programmes to meet guest objectives.
- Experience of coordinating and liaising with 3<sup>rd</sup> party suppliers or external contractors/providers on behalf of customers.
- Experience of working with guests or customers to build a programme, timetable or similar bespoke product that meets their needs.

### Skills, abilities and knowledge

- Ability to build personable and effective relationships with customers, staff and 3<sup>rd</sup> party providers.
- A methodical approach to work and the ability to coordinate multiple customers and suppliers.
- Competent IT skills especially in Microsoft office applications, and use of cloud based business systems (booking systems, Teams etc.)

## Values and personal qualities

- Be able to cope well with a diverse workload that requires prioritising.
- A systematic, organised and efficient worker who cares about doing a good job every time.
- Able to adapt to changing situations, communicate, cooperate with and respect others in the team.



## Other Essential Criteria

- Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment
- Able to occasionally work evenings and weekends in busier periods
- Willing to travel to other UK Scout Adventure locations as required

### Safeguarding rules – yellow card

We are a youth organisation who takes safeguarding seriously. The post holder agrees to comply at all times with the safeguarding rules as set out on The Scout Association's yellow card, [which can be found here](#). This is shared with young people and carers, as well as employees, so everyone knows our rules of engagement.

In order to comply, stringent vetting procedures take place including checking against an internal database to assess suitability and also Basic/Enhanced DBS checks as required.

### GDPR and data protection

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law and to adhere to our Data Protection and GDPR policies

### Health and safety

The post holder agrees to abide by The Scout Association's Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place as well as that of their colleagues.

### Equal opportunities

The Post holder agrees to promote and uphold the principles of equal opportunities in accordance with The Scout Association's Equal Opportunities Statement and all related policies.



# 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:** We operate an office closure during the Christmas and New Year holiday period that provides up to an additional 3 days of extra leave.
- **London Weighting:** In addition to a competitive salary we also provide London weighting to staff if located inner/outer London.

## Looking after your health and wellbeing

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### 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 will also get access to the Gym discount, family days 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)

## Looking after your future

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### Generous Pension Scheme

We look after your future. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows. You will have been automatically enrolled into The Scout Association's Group Personal Pension Plan, contributing 3% of your qualifying earnings. The Scouts will contribute double at 6% of your qualifying earnings on auto enrolment. You can increase your contribution at any point and we will double your contribution up to a maximum of 10% of your gross salary.

Employees can benefit further by saving your own and the The Scout Association's National Insurance contribution that is 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

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### Car parking

All sites offer free car parking to employees.

### Minibus Service (Gilwell Park)

A minibus service is provided which collects colleagues from Chingford Station. This service also drops colleagues off to the same location. This service operates through the day and is more frequent at the start and end of the day.

### Cycle to Work scheme

This scheme is a form of salary sacrifice which enables employees to purchase a bicycle through the Government's Cycle to Work Scheme and can save you up to 42% on the retail value (depending on the employees tax bracket).

## We are proud to be a family friendly employer

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### **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 scheme is a form of salary sacrifice, enabling 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**

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### **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**

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### **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](#).

Please submit an application via the apply link on [our jobs page](#).

In order for us to monitor the application of our [Equal Opportunities Policy](#), we would be grateful if you would also complete the Recruitment Monitoring questions on the Application Form.

**Closing date for applications – Sunday 5 December 2021, 23:59**

**Interviews will be held at Great Tower on the 16 of December 2021**

If you would like to discuss the role in more detail, please contact our [Recruitment Team](#)

