



Information Pack for the role of:

## **Centre Manager – Larch Hill National Scout Centre**

Scouting Ireland, National Office, Larch Hill, Dublin D16 P023

February 2024



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## Scouting Ireland

Scouting Ireland is a registered charity and was founded in 2003 after the membership of Scouting Ireland (CSI) and Scouting Ireland (SAI) voted in favour of forming a single, all-Ireland Scout association. Previous to this, Scouting had been operating in Ireland since 1908.

The aim of Scouting Ireland is to encourage the Social, Physical, Intellectual, Character, Emotional and Spiritual development of young people so that they may achieve their full potential and, as responsible citizens, to improve society.

Scouting Ireland achieves its aim through a system of progressive self-education, known as the Scout Method, the principal elements of which are:

- Voluntary membership of a group which, guided by adults, is increasingly self-governing in its successive age groups.
- Commitment to a code of living as expressed in the Promise & Law, the meaning of which is expanded as the member grows towards maturity.
- The provision of a wide range of attractive, constructive and challenging activities, including opportunities for adventure and exploration both indoors and outdoors.
- The provision of opportunities for leadership and responsibility.
- Learning by doing.
- Encouragement of activity in small groups.
- An award scheme, which encourages participation in its full range of activities and provides recognition of individual and group achievements.
- Symbolic Framework.

Scouting Ireland has a membership of over 50000 people, which includes 12000 adult volunteers. We operate in over 500 communities across the thirty-two counties of Ireland and are supported by a staff of thirty-two professionals working in a variety of areas.

Details of the Scouting Ireland programme, governance structures, recent annual reports etc. can be seen on [www.scouts.ie](http://www.scouts.ie).



## Role Profile

<p><b>Reports to:</b> National Scout Centres’ Manager</p>	<p><b>Direct Reports:</b> Larch Hill Centre Staff</p>
<p><b><u>Overview:</u></b></p> <p>As the Centre Manager at Larch Hill Scout Centre, you will play a pivotal role in transforming this site into a vibrant hub for Scouting activities and a preferred destination for group camping. This position offers a unique opportunity to contribute to the growth of Scouting in Ireland, working closely with volunteers, engaging in business development, and ensuring the smooth operation of the campsite.</p> <p>The Centre Manager at the Larch Hill Scout Centre is responsible for the efficient and effective management of all operational aspects of the facilities. The ideal candidate will possess a combination of facilities management, hospitality experience, and project management skills, and the ability to effectively work with volunteers to ensure the smooth running of the facility and the growth of its business operations.</p> <p>This position may require flexible working hours, including weekends and holidays, to accommodate the needs of site visitors and ensure the smooth operation of the campsite. The successful candidate will be passionate about outdoor education, environmental stewardship, and the principles of Scouting Ireland.</p>	
<p><b><u>Qualifications /Experience Required</u></b></p> <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Bachelor’s degree in hospitality management, Facilities Management, Business Administration, or related field.</li> <li>• Proven experience in facilities management, hospitality operations, and customer service, preferably in a similar setting.</li> <li>• Demonstrable record of leading high performing teams including, team building and coaching with a focus on delivering excellent service.</li> <li>• Excellent communication, leadership, and interpersonal skills.</li> <li>• Ability to multitask, prioritise tasks, and work effectively under pressure.</li> <li>• Knowledge of Health &amp; Safety and Compliance requirements. Experience of managing operational risk, including how to assess and manage risk effectively.</li> <li>• Proficiency in computer applications and software related to operations management and financial analysis.</li> <li>• Have a full clean driving license.</li> <li>• Strong interpersonal skills with the ability to work effectively with volunteers and diverse stakeholder groups.</li> <li>• Excellent organisational and problem-solving skills, with attention to detail.</li> </ul>	



### **Desirable**

- Knowledge of the methods, ethos and aims of Scouting.
- Experience within a volunteer setting either as a volunteer or working with/managing volunteers.
- Knowledge and a passion for outdoor activities is desirable.

### **General**

- Strong people skills, enabling good working relationships with those in your team and across the property portfolio. Excellent influencing and negotiating skills, including diplomacy, advocacy, and persuasion.
- Ability to work autonomously and good decision-making skills.
- Possess the ability and skills to interact with other professional staff members and volunteer personnel.

### **Key Responsibilities of this role**

The key responsibilities and tasks of the Centre Manager include but are not limited to the following:

#### **Operational Management:**

- Oversee day-to-day operations of the indoor accommodation and campsite, including maintenance, housekeeping, and guest services.
- Oversee day-to-day operations, ensuring the campsite is well-maintained, safe, and adheres to all relevant health and safety regulations.
- Develop and implement operational policies and procedures to optimise efficiency and guest satisfaction.
- Monitor and manage budgets, expenses, and revenue streams to adhere to the Financial Handbook.

#### **Volunteer Engagement:**

- Collaborate with volunteers to create a positive and inclusive community atmosphere at the campsite.
- Help recruit, train, and manage a team of volunteers to support various aspects of campsite operations.

#### **Facilities Management:**

- Supervise maintenance activities, including repairs, renovations, and upgrades to facilities and infrastructure.
- Coordinate with vendors, contractors, and suppliers to ensure timely delivery of services and materials.
- Conduct regular inspections to maintain the quality and safety standards of the premises.



**Hospitality Management:**

- Provide exceptional customer service to visitors, addressing enquiries, concerns, and feedback promptly and professionally.
- Develop and maintain positive relationships with customers, community members, and stakeholders to enhance the reputation and goodwill of the Scout Centre.
- Collaborate with volunteers to ensure consistent delivery of high-quality hospitality services and customer experiences.
- Foster a collaborative and supportive relationship with local Scouting groups, ensuring their needs and expectations are met.

**Business Development & Marketing:**

- Develop and implement a comprehensive business strategy to increase revenue streams and ensure the financial sustainability of the centre.
- Identify opportunities for revenue growth and expansion of services, such as hosting events, workshops, and outdoor activities.
- Develop marketing strategies and promotional campaigns to attract new customer markets and increase occupancy rates, utilising various communication channels, including social media, to promote events, activities, and the unique offerings of the campsite.
- Identify and pursue partnerships, sponsorships, and funding opportunities to support the growth and development of Larch Hill Scout Centre.
- Regularly assess market trends and competitor offerings to stay ahead in providing innovative and appealing services.

**Project Management:**

- Lead and coordinate projects related to facility improvements, renovations, and expansions.
- Develop project plans, budgets, and timelines, and ensure timely completion of deliverables.
- Plan, organise, and execute events and activities in collaboration with volunteers, ensuring alignment with organisational goals and objectives.
- Develop event plans, budgets, and timelines, and coordinate resources effectively to ensure successful execution.
- Engage volunteers in event planning and implementation, providing guidance, support, and recognition for their contributions.
- Evaluate the success of events, gather feedback, and identify opportunities for improvement.



## Scouting Ireland's Core Behavioural Framework

### 1. Communication

**Definition:** Expressing and listening to ideas effectively in individual and group situations (Including nonverbal communication) adjusting language or terminology to the characteristics and needs of the audience.

#### *Behavioural indicators*

- Listen actively and respond accordingly.
- Deliver consistent and accurate messages both internal and externally.
- Use the appropriate vocabulary with the appropriate audience.
- Ensure non-verbal communication is appropriate to the audience.
- Ensure all communication is dealt with in a timely, responsible & courteous fashion.

### 2. Teamwork, flexibility, and partnerships

**Definition:** Working effectively in varying environments to accomplish the strategy and objectives of Scouting Ireland, taking action that respects the contribution of others, aligning personal objectives to the objectives of the organisation. Identify and take action to building effective internal and external partnerships.

#### *Behavioural indicators*

- Collaborate in an open professional and effective way.
- When feasible be willing to assist others to reduce their workload.
- Support colleagues with the completion of jobs when appropriate.
- Be willing to share knowledge, skills and experience when appropriate.
- Be prepared to take on new tasks as required or needed.
- Develop and invest in internal and external partnerships.

### 3. Member Focus

**Definition:** Making the members and their needs a primary focus of one's actions; Developing and sustaining productive member relationships

#### *Behavioural indicators*

- Be always friendly courteous and helpful.
- Always behave in a professional way when dealing with members.
- Consider members' opinions in the context of the organisation.
- Be aware the constraints that a member may have as they are volunteers.
- Treat members professionally and consistently.
- Understand the balance and sensitivity between advisory and directive support.



#### **4. Initiative & Delivery**

**Definition:** Taking prompt action to accomplish objectives making active attempts to influence events to achieve goals self-starting rather than accepting passively, taking action to achieve goals beyond what is required, deliver on commitments, take ownership of role tasks and areas of responsibility.

***Behavioural indicators:***

- Deliver your assigned tasks within the assigned time.
- Explore new and more efficient ways of completing tasks.
- Be prepared to suggest and take ownership of new initiatives.
- Deliver on your initiatives with close attention to detail.



## Summary of Employment Terms and Conditions

Scouting Ireland offers a range of tangible and intangible working benefits.

- This role is a full-time position with an initial duration contract of twelve months. There may be an option to extend the contract subject to performance, funding, and agreement by both parties.
- The salary paid monthly will be appropriate to the role and will consider the non-profit nature of Scouting.
- Contractual hours of work are thirty-five (35) hours per week, worked over five days, Monday to Sunday. However, additional time may be required for the effective performance of the role for which there will be no additional remuneration. The successful candidate must be willing to work during the evenings and on weekends, when necessary, for which reasonable time off in lieu may be given. Attendance at events and conferences may be required.
- The holiday entitlement is 20 days per annum, plus public holidays.
- Scouting Ireland has an Employee Assistance Programme.

The offer of appointment will be subject to:

- Two satisfactory references. *Please Note: References will not be contacted until after an offer of employment has been made.*
- Successfully completing Garda Vetting/Access NI checks.
- Verification of relevant qualifications.
- Not take on any other role in a voluntary or professional capacity that may lead to a conflict of interest with their employment.
- Successfully completing medical examination to be carried out by a medical practitioner (at Scouting Ireland Services expense).
- Satisfactory completion of the probation period (3 months).
- Where required, evidence of eligibility to live and work in Ireland.
- You are required to own or have the use of a car.



## How to Apply

Applications should be submitted [ONLINE HERE](#) no later than **09:00 on Monday, 11<sup>th</sup> March 2024**, and must include:

- An up-to-date curriculum vitae.
- Write a cover letter outlining your suitability for the role, relating your skills, knowledge, and experience to the requirements of the role profile. Your interest and motivation in applying for this role should also be outlined.
- Contact information of at least two people who can provide employment references.

Applications **MUST** be submitted online through the defined process. No other applications will be considered.

**Interviews will be carried out week commencing 18<sup>th</sup> March 2024**

Note: Scouting Ireland is committed to making appointments on merit by a fair and open process, taking due account of equality and diversity. Selection will be carried out in a manner consistent with Scouting Ireland's Human Resources Policy. Canvassing will result in immediate disqualification.

## Further Information

If you require further information about this role and want to arrange a confidential conversation, please contact the National Scout Centres' Manager, Sonya Byrne on [sbyrne@scouts.ie](mailto:sbyrne@scouts.ie).