



Information Pack for the role of:

NSC Campsite Assistant – Larch Hill & Lough Dan

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

April 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.



Role Profile

<p>Reports to: Centre Manager</p>	<p>Direct Reports to: None</p>
<p><u>Purpose</u></p> <p>The purpose of the Campsite Assistant role in Larch Hill & Lough Dan is to provide operational support to the National Scout Centre Team assisting in the day-to-day running of the centre</p>	
<p><u>Qualifications /Experience Required</u></p> <p><u>Essential</u></p> <ul style="list-style-type: none"> • Excellent Customer Service Experience • Computer literate and have the ability to utilise information technology to the best advantage of the National Scout Centre. • Previous experience in administration. • Passion for the outdoors • Good level of spoken & written English <p><u>General</u></p> <ul style="list-style-type: none"> • Fun and energetic attitude • Competent writing skills required. • Be structured and organised in executing work plans. • Possess ability to be adaptable and flexible and work on own initiative. • Possess the ability and skills to interact with other professional staff and volunteer personnel. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Have a full clean driving license. • Knowledge of the methods, ethos and aims of Scouting. • Experience within a volunteer setting either as a volunteer or working with volunteers. • Existing experience of outdoor activities will be a distinct advantage. 	



Key Responsibilities of this role

The key responsibilities and tasks of the Campsite Assistant include but are not limited to the following:

- General Administration, including bookings and emails
- Meet and greet customers and be their point of contact for any queries.
- Deliver an exceptional customer service to all customers
- Ensuring the customer needs are identified and met to enhance their customer experience.
- Ensure that the campsite is “ready for use” for each group/customer that comes to site.
- To engage in site maintenance, cleaning, and general outdoor site work.
- Deliver on-site activities as required.
- Maintain a good relationship with volunteer project teams, users of the site, and other staff members in the various centres.
- Work with the centre volunteer weekend staff to ensure that there is continuity in the delivery of service to visitors.
- Other ad-hoc duties assigned by the Centre Manager/Operations Supervisor.

Scouting Ireland’s Core Behavioural Framework

1. Communication

Definition:

Expressing and listening to ideas effectively in individual and group situations (including non-verbal 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.
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2. Teamwork, Flexibility & Partnership

Definition:

Working effectively in varying environments with everyone 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.
- Help out others when they seem snowed under if practically possible.
- Support colleagues with the completion of jobs when appropriate.
- If you have the skills, be prepared to share the knowledge where 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 friendly, courteous and helpful at all times
- Behave in a professional way at all times 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 in a professional manner.
- Understand the balance and sensitivity between advisory and directive support.

4. Initiative & Delivery

Definition:

Taking prompt action to accomplish objective 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
- Don't wait to be told what to do
- Explore new and more efficient ways of completing tasks
- Be prepared to suggest and take ownership of new initiatives
- Deliver on your initiative with close attention to detail i.e. accuracy.



Summary of Employment Terms and Conditions

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

- This contract is from May 2024 to 30th August 2024.
- The salary paid on a monthly basis will be appropriate to the role and will take into account the non-profit nature of Scouting.
- Contractual hours of work are twenty-five (25) 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.
- The holiday entitlement is 8% of hours worked.
- Scouting Ireland CLG has an Employee Assistance Programme.

The offer of appointment will be subject to:

- Two satisfactory references.
- 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.
- Where required, evidence of eligibility to live and work in Ireland.
- You will be required to own or have the use of a car.

How to Apply

Applications should be submitted to no later than **17:00hrs on Friday, 3rd May 2024** and must include:

- Cover letter outlining your suitability for the role.
- A CV.

Applications **MUST** be submitted online via [HRDuo](#)

No other applications will be considered. **Interviews will be carried out week commencing 13th May 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 consistent with Scouting Ireland's Human Resources Policy. Canvassing will result in immediate disqualification.