CENTER MANAGER FORDELL FIRS

JOB PACK

Scouts Scotland

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CARER POSITIVE Employer in Scotland ENGAGED

Living Wage Employer

Summary

Title	Centre Manager Fordell Firs
Salary	£35,000-£37,000 dependent on experience
Pension	A contributory pension scheme is available. Contribution rates are 7% of salary from the employer and a minimum of 5% from the employee.
Hours of work	40 hours per week, to be worked in accordance with the requirements of the job, which requires evening and weekend duties.
Location	Operating principally from Scout Adventures Fordell Firs, Dunfermline
Holidays	25 days a year (rising incrementally to a maximum of 32 days after 8 years) plus 9 bank holidays. We're also closed over the Christmas and New Years period, giving you 3 extra days of leave.
Benefits	We offer a wide range of family and carer friendly benefits to support work life balance including, but not limited to flexible hours and paid leave for volunteering and public duties.

The Role

We are seeking an experienced individual with a passion for Outdoors and Adventure to manage our Scout Adventures Fordell Firs Centre.

You will be responsible for growing internal (Scouting) and external customer use, business performance, continued development of our customer experience to ensure quality programmes and events. You will further develop our site, accommodation and facilities for adventure, challenge and learning, and ensure that all aspects of the Centre's operation are delivered to the required safety and quality standards.

While embracing our values, you will be business focused and results driven, with a passion for excellence in customer service. Ideally with a background in the outdoor industry, you will have experience and a positive track record in business development and improvement, and working with complex groups of staff, customers and volunteers. You will be a strong team player, able to inspire and motivate your team and have excellent networking skills.

More information about Scouts Scotland is available on our website.

Key Tasks

Management

- Manage day-to-day operations at the centre, including line management and budgeting.
- Build a good working relationship with Active Support Volunteer teams and Marquee Hire Service teams, including implementation of the service level agreements.
- Continue to develop and implement the Scout Adventures Fordell Firs operational plan, ensuring the Centre contributes to the achievement of financial, programme and people development and wider engagement aims of the Scouts Scotland Strategy.
- Lead, develop, manage and inspire the Scout Adventure Fordell Firs staff and volunteers, ensuring that the right culture, skills, knowledge and experience are present to deliver the Centre's plan in line with Scouts Scotland's standards, values, policies and procedures.

Key Tasks (continued)

- Lead, develop, manage and inspire the Scout Adventure Fordell Firs staff to deliver a quality programme, product innovation, safety compliance and financial targets.
- Implement systems and procedures to meet standards required by Health and Safety, environmental and other legislation, AALA, NGB and the safety policy of Scouts Scotland.
- Implement systems and procedures to meet standards required by Scouts Policy, Organisation and Rules (POR).
- Ensure the centre retains full AALA accreditation.
- Manage standards of maintenance, repair and refurbishment of Scouts Scotland properties and activity infrastructure.
- Participate in the Scouts Scotland Managers Team and work collaboratively with staff and volunteer colleagues to maximise opportunities to develop and support the centre.
- Provide regular performance reports to the Head of Outdoors and Adventure

Financial and Business Development

- Develop the business of the centre through improving the quality of the customer experience and further developing the range of event, programme and activity options for Scout and non-Scout customers.
- Working with the customer services team to build and enhance customer relationships to increase the retention of current customers, gain recommendations for new business and attract new customers.
- Meet and exceed income targets within expenditure limits. Be responsible for budgeting, financial monitoring and control, working closely with finance and administration colleagues to ensure all financial administration is undertaken efficiently.
- Proactively promote the centre via outreach to Scouting and non-Scouting customers e.g. attending Scouting events and meetings, schools and outdoor conferences to present, network, run promotional stalls etc.
- Contribute to the development of site plans to deliver future growth and ensure that we continue to meet the needs of our members and customers.

Other responsibilities

- Develop and maintain good relationship with the local community around Fordell Firs.
- Employees are expected to undertake any and all other reasonable and related tasks allocated by their line manager.

The person we're looking for

Skills and abilities

- Ability to manage customer and business relationships to achieve outcomes
- Ability to understand and manage sales and marketing solutions to support business strategies
- Financially literate with commercial acumen and the ability to plan and manage budgets
- Ability to lead, work on own initiative and as part of a team
- Proactive with the ability to adapt to changing circumstances and priorities
- Excellent attention to detail and completion, maintaining quality and consistency at all times
- Proficient in the use of Microsoft Office (Word, Excel, Outlook etc.)
- Organised, able to plan and prioritise
- Flexibility in approach to work and willingness to learn
- Able to think creatively and solve problems
- Mature and personable approach
- Able to multi-task and work under pressure ability to meet deadlines
- Good communication skills including writing reports and procedures, ability to community with a variety of audiences and networking and presentations skills
- Able to manage and analyse data
- A current driving licence (E)
- A D1 minibus driving licence (D)

Knowledge and experience

- Extensive knowledge of best practice in outdoor learning and adventure (E)
- Experience of working at an outdoor education centre or Scouting activity centre (E)
- Understanding and awareness of third sector volunteering (E)
- Experience of goal setting, monitoring, measurement and evaluation (E)
- Experience of delivering quality customer service (E)
- Proven record of meeting and exceeding income targets within expenditure limits (E)
- Experienced in line management of staff (E)
- Qualifications or equivalent in outdoor recreation, business management or leisure management (D)
- Good understanding of Scouts Scotland and Scout Adventure Centres (D)
- Good knowledge of the Third Sector in Scotland (D)
- Understanding of AALA requirements (D)
- Experience of working with volunteers (D)
- Experience of managing projects (D)

The person we're looking for (continued)

Values and personal qualities

- Confident and credible to a diverse range of customers and stakeholders
- A willingness to work unsociable hours including evenings, weekends and short periods away from home.
- An empathy with the aims and values of Scouts Scotland

Policies

All Scouts Scotland employees must agree to and comply with our policies, which includes our Safeguarding rules and Yellow Card, GDPR and Data Protection, Health and Safety, and Equal Opportunities policies.

How to apply

- The closing date for applications is **12noon Thursday 26th November**
- Interviews will be held on Tuesday 8th December 2026 at Fordell Firs

Applications are invited from individuals. Please make sure you read the person specification section and then send a CV and covering letter detailing how you meet the role criteria in no more than two pages of A4. We also ask all applicants to fill out our Equality and Diversity monitoring form. Applications should be sent to hradmin@scouts.scot by the closing date.

Any questions about the process or the role should be directed to hello@scouts.scot.

Further information

We want our application and interview process to be as inclusive as it can be so if you have any special requirements or would like to submit your application in an alternative format please let us know and we will do our best to accommodate this.

We recognise that we achieve more with a talented group of diverse individuals, who bring different experiences and perspectives that enable us to represent the full diversity of our Movement and society. Despite all of this we know that we're not as diverse as we'd like to be as a workplace and we're actively working to change that. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability.

We're a small, busy team, so if you haven't heard from us two weeks after of the closing date that means you have not been selected for interview this time.