



Operations & Development Manager

Application Information Pack

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.



Stephen Bell
Chief Volunteer of Northern Ireland



Jonathan Gracey
Chief Executive – Scouts NI



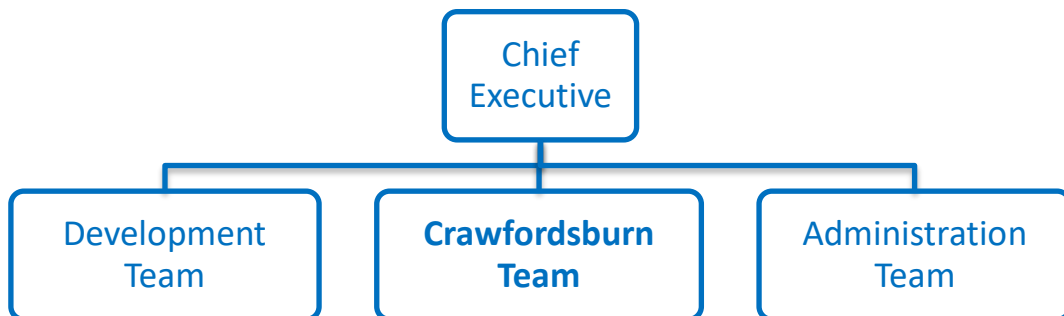
You'll be helping change young people's lives. But what else is there for you?

- Work in a way that suits you, your role and your department
- Plenty of opportunities for learning and development
- 32 days holiday a year (pro rata) including statutory days (or equivalent days in lieu) – *Of this at least two thirds to be taken between 7 November and 20 March*
- When you're at the office, you'll be surrounded by 22 acres of the beautiful woodland of Crawfordsburn Activity Centre
- Free Parking at Crawfordsburn Activity Centre

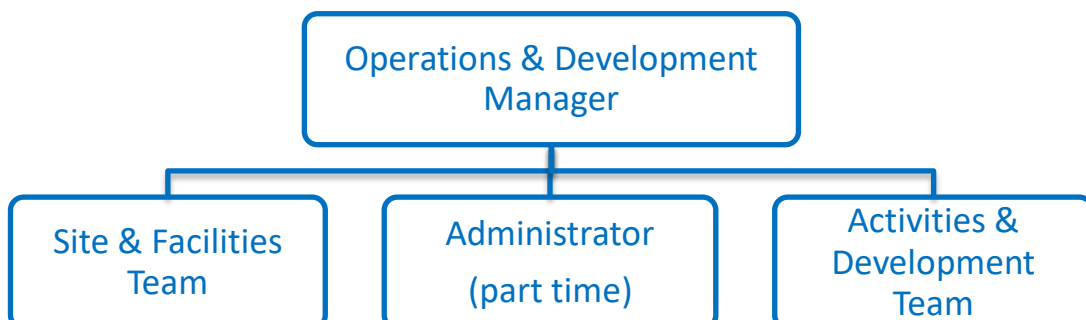
How we're structured

Scouts NI have two key locations, our NI Headquarters is based at Ardnally Scout Centre, Belfast and our Scout Centre, Crawfordsburn Activity Centre.

We have three key teams in Scouts NI:



Crawfordsburn Team Structure:



We're the Crawfordsburn Team.

We're doing well, but you can help us do better.

Since the pandemic, society has been through so many hurdles and now we are finally getting back to doing things which feel like the 'old normal'.

At the Crawfordsburn Activity Centre we are changing how we do things to ensure a premium service to everyone who uses our facilities.

The Crawfordsburn Team is a growing team and a key part of the work of Scouts NI, as well working with schools and youth groups to help them achieve their full potential, connecting and engaging with new communities and sharing our key values of cooperation and integration!

If you join us, you have the chance to help make a difference in other people's lives, helping the Team in Crawfordsburn as we grow, develop and provide first class facilities and activities.



Gary Robb

Interim Operations Director, Crawfordsburn Activity Centre

Job Description

Operations & Development Manager

Responsible to:	Scouts NI Chief Executive
Team:	Crawfordsburn Team
Base Location:	Crawfordsburn Activity Centre, 20a Bridge Road South, Helen's Bay, BT19 1JT
Term:	This is a full time, permanent position <i>The appointment is subject to completion of a satisfactory probationary period of not less than six months.</i>
Salary:	£35-40k /annum depending on experience. <i>A mileage allowance will be payable for travel required to carry out the role.</i>
Hours:	A variable 5-day week with an average of 35 hours per week, as directed by the Chief Executive, to meet customer and operational requirements, to include evening and regular weekend work. <i>Work may be required on statutory holidays between March and October.</i>
Relationships:	The Operations & Development Manager will be in contact with the following officers in varying degrees: Chief Executive Chief Volunteer NI Site & Facilities Manager Activities & Development Team Finance & Admin. Assistant H.Q. Staff Administrator Support Teams (Volunteers) Users of the Centre, i.e. Scout Leaders, other youth leaders etc. Crawfordsburn Country Park Wardens & Staff Bona-fide visitors to the Centre
Access NI:	Enhanced Disclosure
Additional:	The successful candidate may be required to undergo a medical examination and will be required to become a member of the Scout Association.

Core Purpose

As the Operations & Development Manager at Crawfordsburn Activity Centre, you will play a pivotal role in further developing this site into a vibrant hub for outdoor activities and a preferred destination for group residentials and camping. This position offers a unique opportunity to contribute to the growth of the Crawfordsburn Activity Centre, working closely with volunteers, engaging in business development, and ensuring the smooth operation of the Centre.

The Operations & Development Manager at Crawfordsburn Activity 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, as well as the ability to effectively work with staff and volunteers to ensure the smooth running of the facility and the growth of its business operations.

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 Centre. The successful candidate will be passionate about outdoor education, environmental stewardship, and the values and principles of Scouts NI.

Key tasks

The key responsibilities and tasks of the Operations & Development 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 Management:

- Collaborate with volunteers to create a positive and inclusive community atmosphere at the Crawfordsburn Activity Centre.
- Help recruit, train, and manage a team of volunteers to support various aspects of Crawfordsburn Activity Centre 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 Crawfordsburn Activity Centre.
- Collaborate with volunteers to ensure consistent delivery of high-quality hospitality services and customer experiences.
- Foster a collaborative and supportive relationship with 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 Crawfordsburn Activity 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 staff and volunteers, ensuring alignment with organisational goals and objectives.
- 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.

About you

Essential

- Educated to 3rd level in any or all of: youth work, hospitality management, facilities management, business administration, or related field or another relevant discipline with at least one year full-time (or equivalent) experience in Youth/Community or Centre based outdoor pursuits work, and demonstrable experience in business development.

OR

- 4 years' full-time (or equivalent) experience in Youth/Community or Centre based outdoor pursuits work with appropriate recognized training and demonstrable experience in business development.
- Proven experience in facilities management, hospitality operations, and customer service, preferably in a similar setting.
- Demonstrable record of leading high performing teams including, team building and coaching with a focus on delivering excellent service.
- Excellent communication, leadership, and interpersonal skills. Ability to multitask, prioritise tasks, and work effectively under pressure.
- Knowledge of Health & Safety and Compliance requirements. Experience of managing operational risk, including how to assess and manage risk effectively.
- Proficiency in computer applications and software related to operations management and financial analysis.
- Have a full clean driving license.
- Strong interpersonal skills with the ability to work effectively with volunteers and diverse stakeholder groups.
- Excellent organisational and problem-solving skills, with attention to detail.
- Demonstrable experience of business development and marketing lead to growth in an organisation

Desirable

- Experience of managing budgets and reporting.
- Experience of managing staff and/or volunteers.
- Knowledge and a passion for outdoor activities.
- Knowledge and empathy with the Aims and Values of the Scout Movement.

Get in touch and apply for that dream job today

Please submit a tailored CV and supporting statement outlining how you meet the criteria to jobs@scoutsni.org

Your **supporting statement** should be no more than 2 sides of A4 and should clearly state how you meet the criteria specified in the personal specification and that you have right to work in the UK.

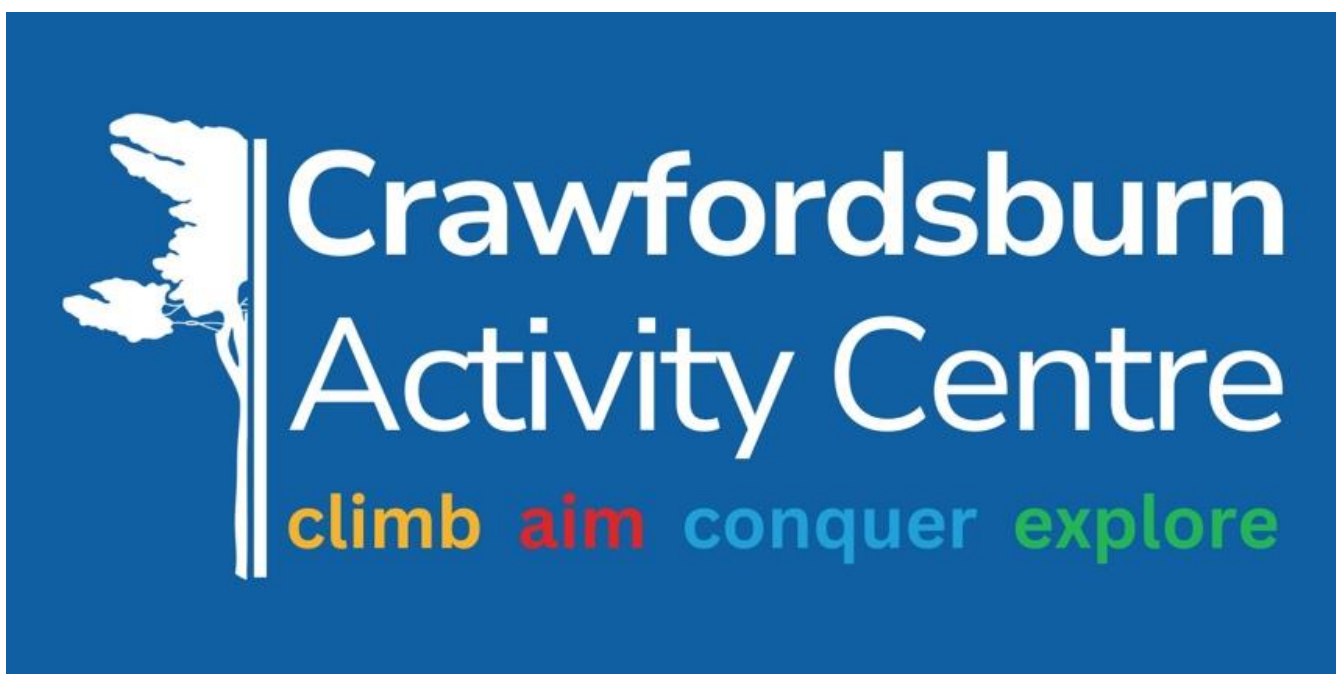
You must also complete the attached Monitoring Form and return to jobs@scoutsni.org by email.

The closing date for applications is 12 noon on **Wednesday 30 April 2025**.

First interviews will take place in person at Crawfordsburn Activity Centre on week commencing **Monday 19 May 2025**.

Second interviews (if required) will take place in person at Crawfordsburn Activity Centre on week commencing **Monday 26 May 2025**.

If you would like to find out more to see if this role suits you, we would be very happy to have an informal chat; please contact garyrobb@scoutsni.org to set up a call or virtual meeting.



Crawfordsburn Activity Centre
20a Bridge Road South, Helen's Bay, Co. Down, BT19 1JT