Netherurd Centre Manager

£32,000 - 35,000 per year

West Linton
I am so pleased that you are interested in joining our team.

This is a really exciting time to join Girlguiding Scotland. With nearly 50,000 young members we are the largest charity for girls and young women in Scotland.

Girlguiding Scotland has been around for over 100 years and we have much to be proud of in that rich and vibrant history, but we know that to remain exciting and relevant to young people we must continually evolve.

I’m extremely proud of the new strategic plan which aims to transform the organisation so it can meet the challenges of the future. We will do this by focussing on growth, youth participation and changing perceptions. By increasing the support we offer our 12,500 amazing adult volunteers who deliver incredible experiences to girls, across Scotland, every week.

While Girlguiding Scotland’s young membership is only open to girls and young women, our staff team is mixed gender and we welcome applicants from all backgrounds.

After reading the application pack I hope you feel inspired to join us.

Best wishes,

[Signature]

Denise Spence
Chief Executive
About Girlguiding Scotland

Girlguiding Scotland is the leading charity for girls and young women in Scotland. Thanks to the dedication and support of 12,500 amazing volunteers, we are active in every part of Scotland, giving girls and young women a space where they can be themselves, have fun, build brilliant friendships, gain valuable life skills and make a positive difference to their lives and their communities. We build girls’ confidence and raise their aspirations. We give them the chance to discover their full potential and encourage them to be a powerful force for good.

Rainbows - We have fun
Rainbows are girls aged five to seven. Rainbows is all about developing self-confidence, building friendships, learning new things and having fun. Girls get their hands dirty with arts and crafts, get in touch with nature and play games - it’s all about learning by doing.

Brownies -We do cool stuff
Brownies are girls aged eight to ten. Brownies introduces girls to a world of new opportunities, challenges and fun. Girls go along to camps, holidays, day trips and sleepovers. They get together with their friends at regular meetings where they learn new hobbies, get creative, explore other cultures and have outdoor adventures.

Guides - We make things happen
Guides are girls aged 10 to 14. Guides have an exciting and varied programme designed to inspire and challenge girls. What you do in Guides is up to you, from taking part in lots of exciting activities at regular meetings to special events and trips away.

Rangers - We explore more
Rangers is a new section for girls aged 14-18 (replacing The Senior Section for those 14-25). Rangers offers young women the opportunity to develop their skills and abilities activities and opportunities for personal development.
About Girlguiding Scotland cont.

Our staff structure

Chief Executive

- Guiding Development Manager
- Head of Business Management and Finance
- Marketing and Communications Manager
- Membership Development Manager
- Netherurd Manager

Our governance structure

Scottish Executive Committee

- Business Management and Finance
- Guiding Development Committee
- Membership Growth and Development working group
- Marketing and Communications Committee
- Awards working group
- Concerns working group
About Netherurd

Netherurd, our activity and training centre is Girlguiding Scotland’s home from home where girls can be themselves, have fun and try new adventures. Netherurd is situated in Blyth Bridge, West Linton, Peeblesshire.

The site includes a historic and welcoming Georgian mansion house, five rolling green campsites and purpose-built group accommodation complete with a fully accessible suite all set in a beautiful 30-acre estate in the Scottish Borders.

The centre is AALA licensed and there are a range of activities on offer from instructor led challenges like archery, kayaking and climbing to a series of free activities like the woodland walk, labyrinth and campfire.

You’ll be joining a dedicated team who work hard to ensure that all customers receive a warm welcome at Netherurd and a high quality stay. We currently offer package stays to schools, a range of corporate days and events, weddings and other bespoke events. For youth groups and our Girlguiding customers we offer fully catered stays, camping and a range of activity days focusing on everything from STEM (science technology, engineering and maths) to bushcraft skills.

In the last four years we have invested around £200k to upgrade existing facilities and introduce new activities. We are keen to explore further investment and development of the estate in the next few years and require the centre to be able to sustain itself financially.
The role

Overall purpose

This senior management role will take on responsibility of all operations at Netherurd, Girlguiding Scotland’s national activity and training centre. You’ll also share in responsibility with senior management team colleagues based at our headquarters in Edinburgh for overall business targets and performance.

- To lead the staff team in achieving annual business performance targets for Netherurd
- To proactively contribute to plans to further develop this important asset of Girlguiding Scotland
- To manage the operational requirements, the facilities and estate
- To lead the staff team

Main areas of responsibility

Develop and manage the business

In partnership with senior managers at our HQ:

- produce an annual business plan, addressing business targets set by trustees to maximise turnover and occupancy rates all year round
- provide consistent management information to ensure performance can be tracked against targets on a quarterly basis, including turnover, profitability, occupancy and forward bookings
- ensure a proactive and professional approach to overall marketing, promotion, and conversion to sales
- research ideas for business development and produce costed proposals

In partnership with Netherurd Working group:

- alongside the communications team, ensure a proactive approach to marketing and promotion to Girlguiding members and conversion to sales
- a clear route for member feedback and suggestions for improvement/development
- create and maintain a network of positive relationships within local area to be used for operational management and business development

Develop and manage the property/facilities/estate:

- exercise effective operational responsibility for buildings and whole estate management including legal compliance with all relevant regulatory bodies and all matters related to health and safety etc
- lead on ensuring all procedures followed in event of accidents/emergencies and exercise role as lead staff member in event of emergency
- lead on the five year external review of Netherurd in terms of overall state of repair and plans for maintaining fabric of building
• be proactive in carrying out annual planned preventative maintenance plans
• review and update risks logs annually as well as managing and maintaining ongoing comprehensive site/building/activity specific risk logs
• create, manage and keep up to date an effective business continuity plan for access to information in a crisis
• maintain positive working relationship with residents on the estate
• in partnership with chair of Friends of Netherurd, maintain close working relationship so that this supportive group of volunteers can assist with making financial contributions to enhance the Netherurd facilities
• ensure the volunteer gardening group is motivated and that their contribution is valued

Develop and manage the staff team
• organise the effective and efficient deployment of staff resources to ensure business needs can be met
• provide proactive effective line management for all direct reports and foster positive cross team and cross site culture with Girlguiding Scotland staff at other locations

Senior management team
• Actively contribute to the shared operational management of the staff function as a member of the SMT

Additional Information

To undertake any other duties that may reasonably be required to fulfil the duties of this post.
## The Person

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Assessment (Application, Interview or Test)</th>
<th>Essential or Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skills</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Strong interpersonal skills</td>
<td>A, I</td>
<td>E</td>
</tr>
<tr>
<td>Excellent written skills with the ability to tailor for various audiences</td>
<td>A, I, T</td>
<td>E</td>
</tr>
<tr>
<td>Able to work under pressure</td>
<td>A, I</td>
<td>E</td>
</tr>
<tr>
<td><strong>Experience of</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Managing, training and developing staff</td>
<td>A, I</td>
<td>E</td>
</tr>
<tr>
<td>A busy customer service environment</td>
<td>I</td>
<td>D</td>
</tr>
<tr>
<td>Financial planning and budget monitoring</td>
<td>A, T</td>
<td>E</td>
</tr>
<tr>
<td>Communications including marketing and promotion</td>
<td>A, I</td>
<td>D</td>
</tr>
<tr>
<td>Property and estate management</td>
<td>A, I</td>
<td>E</td>
</tr>
<tr>
<td>Ability to manage and prioritise own workload</td>
<td>A, I</td>
<td>E</td>
</tr>
<tr>
<td>Working successfully with volunteers</td>
<td>A, I</td>
<td>D</td>
</tr>
<tr>
<td>Delivering or managing the delivery of adventurous activities</td>
<td>A, I</td>
<td>E</td>
</tr>
<tr>
<td><strong>Knowledge of</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and safety regulations</td>
<td>I</td>
<td>E</td>
</tr>
<tr>
<td>Social enterprises</td>
<td>A, I</td>
<td>D</td>
</tr>
<tr>
<td>Researching and costing new business models</td>
<td>A</td>
<td>D</td>
</tr>
</tbody>
</table>
Employment details

Contract type
This is a permanent post for 35 hours per week (5 days out of 7) However, the post holder will at times be required to work additional hours - including evenings and weekends - for which time off in lieu (TOIL) will be available. Overtime is not paid.

Location
You will be based at Netherurd, Blyth Bridge, West Linton, Pebblesshire. Occasionally you may be required to perform your duties from other Girlguiding premises within a reasonable travelling distance of this location. You may be required to travel inside the UK on the business of the charity.

Salary
£32,000 - 35,000 per year

Holiday entitlement
28 days’ paid holiday per annum plus bank holidays

Probationary period
The post will be subject to a probationary period of 6 months

Notice period
The notice period required by both parties during the probationary period is one week. After successful completion of the probationary period the notice period is either four weeks or one week for each complete year (up to a maximum of 12 weeks), whichever is the greater.

Criminal record check
Girlguiding Scotland is committed to safeguarding and promoting the welfare of children and young people. The successful candidate may be required to undertake appropriate criminal record checks.

How we value our people

Learning and development
We are committed to supporting our staff through a variety of methods including coaching, mentoring, elearning, shadowing and individual courses.

Flexible working
We are committed to ensuring that our staff has a good work-life balance and offer a flexible working environment. This can be discussed with your line manager on an individual basis.

Contributory pension scheme
In addition to the government’s auto enrolment pension, we offer a generous organisational pension.

Volunteering support
Staff who volunteer within Girlguiding are entitled to five days of paid volunteer leave a year.

Employee assistance programme
We have an employee assistance programme provided by Health Assured. It is free of charge and offers confidential, independent help, information and guidance to all employees and their immediate family 24 hours a day.
How to Apply

Please complete the application form. CVs will not be accepted.

The closing date for applications is Thursday 4 April at 12pm. Please complete the application form return it by email to alison@girlguiding-scot.org.uk.

Candidates shortlisted will be invited to attend a first interview on Thursday 18 April. Interviews will be at Netherurd, Blyth Bridge, West Linton, Peebleshire, EH46 7AQ

Unfortunately we are unable to give feedback to applicants not shortlisted for interviews.