



Barnet Borough, Enfield, North London And Waltham Forest Scout Districts



Danemead Campsite Manager Role description and personal profile

Are you enthusiastic about giving great customer service, making a personal contribution and most importantly giving young people memorable experiences and life changing opportunities?

If yes! Then the voluntary role of Campsite Manager at Danemead Campsite could be perfect for you.

The role requires a flexible and accomodating person who can deliver exceptional customer service, whilst ensuring the safety and welfare of guests.

The Role of Campsite Manager will place the successful aplicant at the heart of the ongoing development of the campsite. The role will involve managing volunteers, looking after equipment and ensuring a high level of occupancy while delivering an excellent and safe visit for our guests.

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Job description

The campsite: Danemead campsite offers facilities for camping, overnight residential experiences and outdoor activities. The site is jointly owned by the Scout Districts of Barnet Borough,, Enfield, North London and Waltham Forest.

Role: To manage the campsite, volunteer wardens, crew, facilities and the Danemead Management Committee to provide a safe environment where people enjoy working and visitors have a good experience.

Reports to: The District Commissioners (Lead Volunteers) of the owning Districts
Responsible for: All site volunteers and the Danemead Management Committee.

Responsibilities: To manage the campsite, buildings, facilities and equipment and to ensure that the site operates profitably and in accordance with the Scout Association's Child Protection Policy and the Association's Policy, Organisation and Rules.

The key tasks include, but are not limited to:

Recruitment and managing people

To manage a rota of voluntary wardens and crew members ensuring that weekend cover is provided throughout the year.

To arrange regular wardens meeting to keep wardens advised and updated with all the latest developments on the campsite.

To establish a working atmosphere of co-operation, fun and enthusiasm between volunteer staff, visiting leaders and visitors.

To engage a spirit of fun and enjoyment in the work so that volunteer staff are motivated and committed.

To manage the workload and task allocation of the volunteer staff, activity supervisors and admin crew.

To recruit and retain volunteer staff who are committed to helping the campsite run safely and profitably and that all users/visitors have a good experience at the campsite.

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To train, develop, mentor and coach volunteer staff so that they perform to a high standard.

To foster and encourage a sense of pride in the work that the volunteer staff do and what Danemead Campsite has to offer to visitors.

To raise awareness of the importance of working in a healthy and safe way at all times so that it becomes an intrinsic part of all volunteer's working ethos.

Facilities management

To ensure that the site operates according to current health and safety requirements.

To abide not only by the letter of the regulations but also by the spirit of good practice relating to Health and Safety and to have a continual high level of concern for the safety and well-being of visitors and volunteer staff.

To oversee the activities of external contractors working on the site.

To manage the campsite, camping areas, woods, buildings, equipment, providore (shop) and facilities so that they are well-maintained and fit for purpose, maintaining site cleanliness and appearance. This includes the site infrastructure eg. gas, water, electricity, sewage, wifi, CCTV, roads and pathways.

To ensure that the campsite has good security bearing in mind that young people are camping at a site where access is difficult to fully control.

To manage the security systems (alarms, gates and barriers, wristbands, photo ID badges for all volunteer staff and management) so that they provide adequate and effective protection for people and their possessions, as well as the campsite and its equipment.

To have an input into recommendations for site developments, new initiatives, new purchases and replacement of equipment.

To manage the interaction with visitors and ensure that all staff who have contact with visitors are friendly, co-operative, positive and helpful in their approach. This spans the entire contact from initial enquiry/booking, telephone and written/email communication,

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organisation of activities before and during a visit, and welcome on arrival so that visitors feel well-cared for and valued by all who work at the campsite.

To devise and implement a campsite disaster management procedure and ensure that it is followed when necessary.

Site activities

To ensure that all activities are well-planned and prepared for in advance.

To make sure that equipment, stocks and supplies for activities are well-maintained, properly and safely stored and accessible to those who need them at the right time.

To plan and anticipate when replacement equipment will be needed so financial provision can be made.

To arrange for the correct level of trained volunteers and helpers to be available for the required activities.

To arrange training as appropriate for volunteers and helpers.

To ensure that all activities are run according to the relevant rules and guidelines for that particular activity, including Health and Safety requirements, risk assessments and common sense practicalities.

To check that those running any activities keep the necessary records of who was involved, who participated and any incidents that occur, particularly accident reporting.

To liaise and co-operate with those who are organising special events, for example, District Beaver Scout or Cub Scout Fun Days, District Camps etc so that the event runs smoothly.

Financial management

To run the campsite with a constant awareness and understanding of the financial implications of the different aspects and activities of the campsite.

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To see the operation as a profit-making business, covering it's own expenses and generating sufficient profit to renew, replace and extend the facilities and activities that the campsite offers.

To increase the revenue the site generates in line with agreed budgets and financial plans as established by Danemead Management Committee.

To manage costs and to keep expenditure to the minimum level that is consistent with providing high quality services and good customer care.

To manage the day to day accounting activities for the campsite, ensuring that deposits are banked, invoices dealt with and cash managed efficiently and prudently.

Marketing and sales

To take any opportunities that arise to market and publicise the activities and offerings of Danemead Scout Campsite in order to increase business and raise the site's profile.

To ensure a good level of occupancy and use.

To arrange for the provision of tours of the site and facilities to interested parties.

Any successful applicant will be required to be up to date with the Scout Association's First Response, Health and Safety and Safeguarding training.

You will be required to have a satisfactory enhanced DBS check and be a member of the Scout Association in one of the four owning Districts.

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Ideal Candidate Profile

E = Essential, D = Desirable

Education:	<ul style="list-style-type: none"> • Good literacy and numeracy skills - E
Experience:	<ul style="list-style-type: none"> • Managing the financial aspects of a small business or organisation – D • Managing people, including volunteers – E • Working in a customer facing role – D • Working with young people, either in a paid or voluntary capacity – E • Running outdoor activities, either in a paid or voluntary capacity - E • Working at an outdoor activity site, campsite or training centre providing a range of activities - D
Skills:	<ul style="list-style-type: none"> • Financially literate – D • Able to understand profit and loss, read a balance sheet – D • Well organised – E • Computer literate – E • Highly practical – E • Problem solving – D • Able to multi-task – E • Decision making skills – E
Knowledge:	<ul style="list-style-type: none"> • Knowledge of current Health and Safety legislation and guidelines – D • First Aid - E
Personal Qualities:	<p>All the following are essential in some manner</p> <ul style="list-style-type: none"> • Self starter • Pro-active • High level of initiative • Positive approach, identifying solutions rather than focusing on problems • Motivational • Tactful and diplomatic • Able to resolve conflict, effectively and amicably • Committed to achieving a high level of customer satisfaction • Able to understand and balance the needs of different groups and maintain a good working environment • Good leadership skills • A good communicator • Attention to detail
Other:	<ul style="list-style-type: none"> • Willing and able to be a member of the Scout Movement and prepared to wear uniform – E • Able to undergo successfully an enhanced DBS check – E • Willing to stay overnight on site when required - D

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