



Girlguiding UK
girls in the lead

**Application Information Pack
Assistant Centre Manager
Foxlease**

Introduction to Girlguiding UK

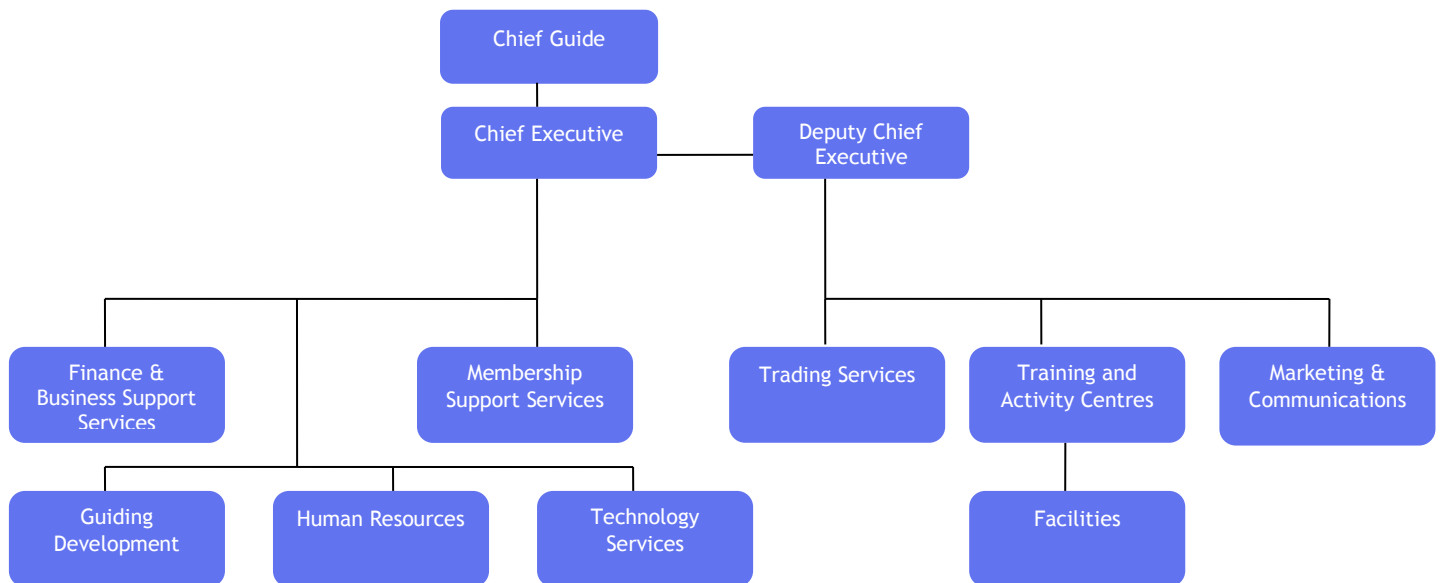
Thank you for your interest in the role of Assistant Centre Manager at Foxlease. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

Girlguiding UK

Girlguiding UK is the largest voluntary organisation for girls and young women in the UK, with more than half of the female population involved in guiding at some point in their lives. Through a range of exciting activities and challenges we provide opportunities for our members to gain self-confidence and self-esteem within a safe, female-only space.

We have over 170 employees at our Commonwealth Headquarters (CHQ) in central London, Trading Services in Cheshire, and Training and Activity Centres (TACs) throughout the UK.

Organisational Chart



The role of the Assistant Centre Manager

Girlguiding UK is currently recruiting for an Assistant Centre Manager based at Foxlease, Lyndhurst, Hampshire.

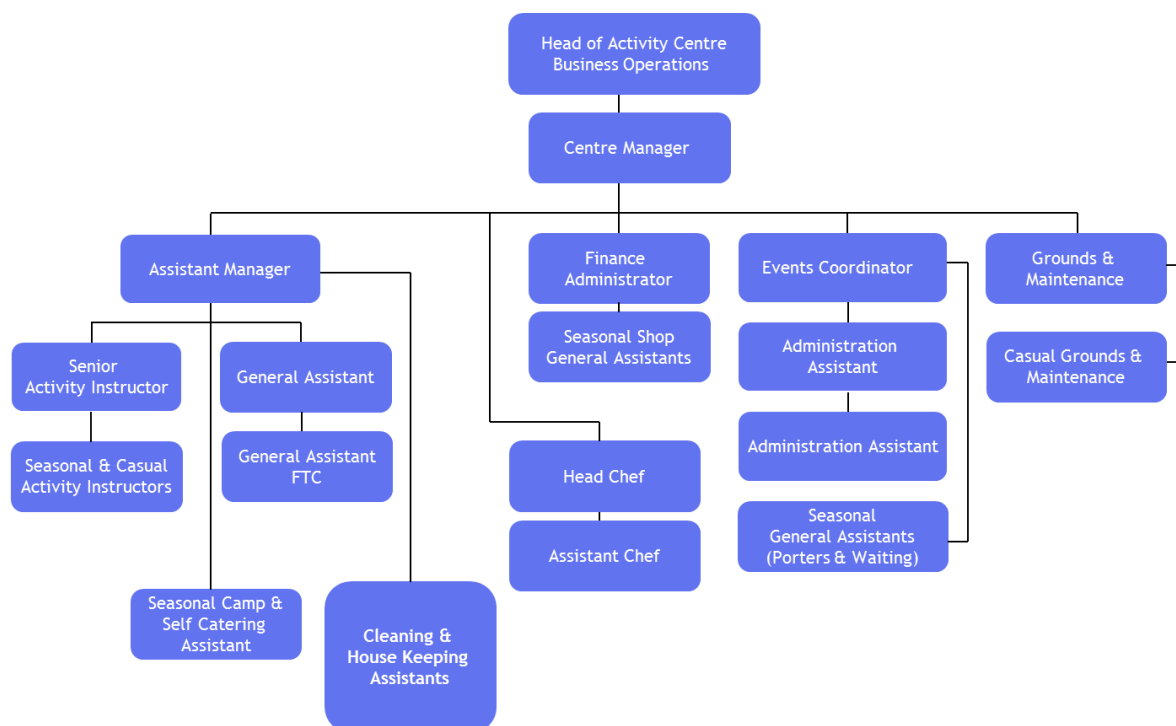
As Assistant Centre Manager you will be responsible for all the functions relating to the provision of outdoor activities and facilities, including staffing, equipment and budgets in conjunction with the Centre Manager; supervising the consistent delivery of excellent customer services thereby promoting repeat business; ensuring agreed service levels are met; and overseeing the daily activity operation of the centre.

The successful applicant will be responsible for the management and leadership of staff within the centre, in line with the organisation's policies and procedures.

He or she must be innovative in their approach in order to grow the business within a relevant and effective way and in line with the needs of Girlguiding UK.

The job holder must have the ability to develop and maintain good relationships with customers and staff, and to work effectively as part of a team, as well as a good understanding of business management. Furthermore, he or she must have specific skills and instructing qualifications in at least two of the activities the centre delivers.

Training Activity Centre (TAC) Organisation Chart, Foxlease



Applications

The closing date for applications is 29 February 2012. Please complete the application form and equal opportunities monitoring form and return them either by post to Human Resources, Girlguiding UK, 17-19 Buckingham Palace Road, London SW1W 0PT or by email to hrvacancies@girlguiding.org.uk.

Candidates will be shortlisted on the basis of the application form. Those who are successful at this stage of the process will be invited to attend an interview.

Unfortunately, we are unable to give feedback to those who are not shortlisted; however, we will, if required, provide feedback to those who have attended an interview.

Interviews

Interviews will be held in the week commencing 5 March 2012 at Foxlease.

Please note that it is not Girlguiding UK's policy to reimburse applicants in respect of travel expenses to attend interviews.

Job Description

Basic job details	Grade: H
Job Title: Assistant Centre Manager	Reports to: Centre Manager
Department: Training and Activity Centre, Blackland Farm	
Overall purpose of job	
<p>To assist the Centre Manager in overseeing the daily operation of the centre to provide our guests with a safe, fun, educational and cost-effective service, and to ensure that the centre operates in line with the ethos and values of Girlguiding UK.</p> <p>To deputise for the Centre Manager where necessary and to act as duty manager.</p>	

Main areas of responsibility

In conjunction with the Centre Manager the Assistant Manager will be responsible for all the functions relating to the provision of outdoor activities and facilities, including staffing, equipment and budgets.

Contribute to the development and implementation of the strategic level objectives, including financial planning.

Ensure the consistent delivery of excellent customer services, thereby promoting repeat business, and make sure that agreed service levels are met.

In the absence of the Centre Manager, ensure that the centre is run effectively and that any problems are resolved in a professional and timely manner, and reported to the Centre Manager or Head of TAC Business Operations.

Make a positive contribution to the overall ethos of the centre.

In conjunction with the Centre Manager to be responsible for the management of employees within the centre, to include staff recruitment, induction, performance management, personal development and efficient rota management.

Knowledge and skills

The post holder must have broad knowledge and practical experience of managing the delivery of activities within a centre environment, drawing on varied experience and applying extensive knowledge within specialist area.

The Assistant Manager will be the Association's expert on the delivery of activities with the support of the Senior Activity Instructor, and will hold the qualifications and experience necessary for this.

Problem solving

The post holder must be able to resolve complex problems that may not have a precedent. He or she should identify solutions to both operational and strategic problems within their specialist area.

Make day-to-day operational decisions that have an impact on the experience of visitors and on Girlguiding UK's ability to deliver within agreed financial parameters and in line with existing safety procedures.

The Assistant Manager will be aware of how their work affects work areas across the TACs and must liaise with internal and external stakeholder to identify effective outcomes, considering all options available.

The post holder will be required to resolve any internal or external complaints and disputes, ensuring that tact and diplomacy are maintained at all times.

Innovation

The post holder will be expected to work within the centre's defined procedures and will be required to engage directly in reviewing policies and procedures, ensuring that working methods are relevant, up to date and in line with best practice and legislation.

Innovative in approach to marketing and identifying opportunities in order to grow and develop the centre.

Planning & decision-making

Ability to plan strategically to account for seasonal fluctuations in business.

The post holder will frequently review plans and decisions in relation to interchangeable business needs, assessing different options available and ensuring plans are cost effective and customer focused.

Interpersonal skills

The post holder must have significant skills in initiating and maintaining relationships, with internal and external customers.

Required to contribute to the development of the TACs by participating in and contributing to cross-centre meetings to ensure that the TACs work collaboratively.

People development and leading

The post holder will have line management responsibility for all the staff delivering activities and will be responsible for allocating and monitoring the quantity and quality of work. You will be required to identify training needs, set objectives, and develop and review ongoing Personal Development Plans (PDPs).

Participate in human resources management, ensuring that regular one-to-one review

meetings and appraisals are carried out within defined timescales.

The post holder should take an active role in the development training of their direct reports, including mentoring, coaching and teambuilding.

Monetary Responsibility

Responsible and accountable for the cost-effective running of activity delivery. In conjunction with the Centre Manager oversee successful budget delivery for the centre as a whole.

Additional information

This post requires frequent weekend and evening work.

Person Specification

Criteria	Assessment	Essential or Desirable
Skills		
Ability to combine logical and lateral thinking to analyse situations and identify a range of practical solutions or actions	Application/ Interview	Essential
Strong interpersonal skills, building productive relationships with colleagues and customers by remaining polite and diplomatic at all times	Application/ Interview	Essential
Strong written and verbal communication skills	Application/ Interview	Essential
Ability to present written information such as reports, project and training materials	Application/ Interview	Desirable
Strong leadership qualities which demonstrate the ability to foster motivation in a team to meet tight deadlines	Application/ Interview	Essential
Conflict-resolution skills	Application/ Interview	Essential
Decision-making skills	Application/ Interview	Essential
Ability to apply analytic skills to situations, identifying the 'bigger picture' using available evidence	Application/ Interview	Essential
A disciplined approach towards creating and maintaining accurate staff, equipment and monitoring records	Application/ Interview	Essential
Ability to work effectively as part of a team	Application/ Interview	Essential
Good analytical and numeracy skills	Application/ Interview	Essential
Able to work accurately and with attention to detail	Application/ Interview	Essential
Good understanding of business management	Application/ Interview	Desirable
Able to prioritise and organise workload to meet objectives and deadlines	Application/ Interview	Essential
Qualifications (NGBs) in at least two of the activities delivered at the TAC	Application/ Interview	Essential
The ability to train other staff to provide activities	Application/ Interview	Essential
Experience of		
The post holder will have specific skills and instructing qualifications in at least two of the activities the centre delivers	Application/ Interview	Essential
Responsibility for budgetary management	Application/ Interview	Essential
Working with internal customers at all levels of an organisation, and external customers from a wide range of client groups	Application/ Interview	Essential
Working in a busy, customer-focused environment	Application/ Interview	Essential
Managing staff	Application/ Interview	Essential

Centre-based activity delivery and facility management	Application/ Interview	Essential
Implementing new processes	Application/ Interview	Desirable
Knowledge of		
Knowledge of a broad range of activities and their delivery	Application/ Interview	Essential
Knowledge of a variety of management skills and techniques	Application/ Interview	Essential
Knowledge of business management	Application/ Interview	Essential
Values		
Polite, assertive and confident in demeanour	Application/ Interview	Essential
A positive, 'can do' attitude towards service and product delivery	Application/ Interview	Essential
Sincere willingness to provide help and assistance	Application/ Interview	Essential
An appreciation of working in an Equal Opportunities environment	Application/ Interview	Essential
Understanding and acceptance of differing levels of abilities among customers, treating all equally with courtesy and sensitivity	Application/ Interview	Essential
Core Competencies		
Customer Care	Application/ Interview	Essential
Innovation	Application/ Interview	Essential
Team Working	Application/ Interview	Essential
Interpersonal Skills	Application/ Interview	Desirable
Personal Effectiveness	Application/ Interview	Desirable
Effective Decision Making	Application/ Interview	Desirable
Effective Communication	Application/ Interview	Desirable

A = Application Form I = Interview T = Test

Terms & Conditions

Contract Type

This is a full-time, permanent post.

Location

You will be based at Foxlease, Clay Hill, Lyndhurst, Hants SO43 7DE

You may be required to travel inside the UK on business of the Association.

Salary/Rate

The salary is £26,700 per annum.

Working Hours

The core hours of this post are flexible and vary in line with the business of the centre; however, they will be worked over five or six days per week. As Foxlease is open seven days a week, the post holder must be able to work flexibly.

Probationary Period

The post will be subject to a probationary period of 26 weeks.

Medical and Criminal Records Check

This post involves substantial access to young people and it is a requirement under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you may be required submits a criminal record disclosure application to the Criminal Record Bureau.

Employment is subject to satisfactory receipt of a medical check and a criminal record disclosure check. Upon successful appointment, you will be required to complete a medical questionnaire.

Holidays

25 days' paid holiday pa plus bank holidays. This increases after two years' services as on 1 January to 26 days and then a further day for every two years of service, up to a maximum of 30 days for 10 years' service and above.

Terms & Conditions

Notice Period

During the probationary period, the period of notice required is four weeks by either party and will be subject to twelve weeks' notice thereafter.

Benefits

Pension Scheme

Upon completion of three months' service you will be eligible to join the Girlguiding UK Group Personal Pension scheme. The scheme is contributory. Full details are available from Human Resources.

Interest-Free Season Ticket Loan

You may apply for a loan to assist you with your journey to work upon successful completion of the probationary period.

Simply Health

You will have access to a voluntary healthcare plan that provides cash to employees to cover the cost of everyday healthcare, dental and optical bills.

For more information regarding the employee benefits at Girlguiding UK, please refer to the Employee Benefits Guide in the benefits section of the website.