



ROLE SPECIFICATION:	WARDEN
ACCOUNTABLE TO:	CHAIR OF BUSHY WOOD MANAGEMENT COMMITTEE
REPORTS TO:	CENTRE MANAGER
RESPONSIBLE FOR:	ASSISTANT WARDENS / OTHER VOLUNTEERS

SUMMARY

The warden is responsible for the day to day customer operations of Bushy Wood, particularly with respect to providing the highest standard of customer service for our guests.

INFORMATION

The Warden role is a voluntary position and is key to the operation of the site, ensuring that visitors to Bushy Wood can enjoy a safe, clean and welcoming environment in accordance with the best traditions of Scouting. This role will be supported by the wider volunteer team.

REPORTS TO

The warden is line managed and reports to the Centre Manager on a day to day basis. The role of warden is subject to the Scout Association appointment process, for the role of 'District Camp Warden'.

Applicants are subject to approval by the Appointments Advisory Committee, upon recommendation of the Bushy Wood Management Committee.

The management committee shall conduct a yearly review of the appointment and make any recommendations to the Appointments Advisory Committee as appropriate.

RESPONSIBILITIES

- Ensure the site is operated in pursuance of the Aim and Method of The Scout Association
- Ensure the site is operated in compliance with the Key Policies of The Scout Association;
 - Fundamentals of Scouting
 - Religious Policy
 - Equal Opportunities
 - Safety
 - Development
 - Child Safeguarding
 - Data Protection
- Line management of the Bushy Wood team;
 - Assistant Wardens / other volunteers

- Carry out all functions that relate to customer service, including;
 - owning and managing the 'reception@bushywood.org.uk' email account
 - meeting & greeting site visitors/campers upon arrival as required
 - conducting visits/tours for prospective clients
 - staffing reception when on site and dealing with any customer queries
 - answering the phone and dealing with any customer queries
 - checking out groups and settling invoices
 - opening/staffing the shop as required

- Provide duty cover, particularly on Sundays (or delegate to assistant wardens as required)
- Carry out cleaning of the facilities as/when required
- Carry out routine inspections as/when required
- Undertake maintenance tasks as/when required
- Be a part of/lead teams on special events
- Deputise for the Centre Manager as/when required
- Any other functions as determined in consultation with the Centre Manager

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE / USEFUL
IT Skills	High level of competence in the use of; Office Suite software Web-based software Smartphone technology	Competent in the use of; SAGE Social Media Joomla / PHP websites EPOS till software
Customer Service	Some experience in a customer service role	Recent/current experience in a customer service role
Sales experience	Some experience in a sales role	Recent/current experience in a sales role

Residential experience	Experience of taking part in residential events involving young people	Experience of leading residential events involving young people
	ESSENTIAL	DESIRABLE / USEFUL
Health & Safety	An awareness of general Health & Safety procedures, including; Risk Assessment Accident reporting / RIDDOR COSHH	Trained / Qualified in general Health & Safety procedures, including; Risk Assessment Accident reporting / RIDDOR COSHH
First Aid qualification	Minimum level of first aid (i.e. First Response)	First aid at work
Management & Team Working	Ability to manage own workload Ability to work in a team Lead the work of others Able to adapt working practices safely to suit operational challenges	Experience of managing a team of staff Experience of managing conflict at work
Availability / Transport	Independent transport capability to get to/from the site Ability to respond to the site when on call within 60 minutes	Ability to respond to the site when on call within 30 minutes