

Biblins Centre Manager



Role Description

Key Information

Responsible to	Chief Executive
Responsible for	Biblins Activities Co-ordinator, Administrator & Site Assistant
Salary Band	Grade DU £30,521 - £36,528 pro rata (35hrs/full-time equivalent)
Working hours	30 hours per week on average, postholder will be expected to work full-time hours May-September and fewer hours during the winter months
Annual leave	28 days annual leave, plus Bank Holiday entitlement (pro rata)
Location	Biblins Youth Campsite, HR9 6DX
Contract type	Permanent
Date reviewed	February 2025

Job Purpose

To manage Biblins Youth Campsite, part of the Woodcraft Folk centre network, ensuring all customers have a safe and positive experience whilst improving and developing the educational offer provided by the centre.

Responsibilities

Responsibilities: Business development

- Develop appropriate relationships with local schools, voluntary organisations, regular visitors, potential guests and tourism industry to increase business on site
- Work with the Activity Co-ordinator to create session plans and activity resources to support learning on site, adding value to guest experiences
- Develop and implement site marketing strategy, promoting opportunities to potential customers, contributing to a national centres marketing strategy
- Manage the agreed budget, develop and contribute to an annual business plan to increase site use
- Contribute to the budget setting process, working with the Head of Resources to agree operational and development budgets
- Prepare and evaluate a local delivery plan with staff and volunteers which contributes to the objectives and targets of the Woodcraft Folk

- Identify areas for improvement to the overall products and services within the Centre together with the local centre committee
- Monitor data systems, ensure timely and accurate gathering of information and prepare monitoring reports for the Head of Resources, CEO, General Council and external bodies as appropriate
- Contribute to the strategic development of the Centre to deliver on education for social change

Responsibilities: Staffing and workers

- Provide effective line management to site staff/workers including recruitment, agreeing hours to meet demand, conducting reviews, performance appraisals and managing annual leave requirements
- Manage a team of people (including freelance staff and volunteers) to deliver on the operational, financial and educational objectives of the centre
- Manage service contracts with external organisations ensuring work is delivered to a high standard and in line with Woodcraft Folk policy and procedure supervising workers where appropriate

Responsibilities: Health & safety

- Ensure that national and local policies & operational codes of practice for health & safety, and safeguarding are implemented and adhered to
- Ensure that Woodcraft Folk's safeguarding and child protection procedures are implemented and adhered to
- Meet the requirements of Health and Safety legislation, adopt safe working practices and do everything reasonable to prevent personal injury to yourself and others
- Lead on the management of the Adventurous Activities Licence Scheme requirements in line with HSE Guidelines
- Maintain standards in line with LOTC Quality badge requirements and retain this award
- Ensure appropriate H&S records are maintained in accordance with policy and procedure
- Implement standardised operating procedures for updating risk assessments, maintenance records and safety checks on water, oil, gas etc
- Work with Centre colleagues across our network to review and develop policies and operating procedures

Responsibilities: Site co-ordination and maintenance

- Hold keys to the site and be available to enable access to customers, volunteers and contractors
- Manage and update a Site Maintenance Plan, budget and schedule, managing the maintenance and repair of the Centre to ensure a high standard of operation so as to be safe and attractive to customers.

- Oversee and ensure all aspects of maintenance at the centre are completed, liaising with contractors, other staff and volunteers, ensuring that there is a cycle of maintenance
- Ensure monitoring and maintenance forms are completed e.g. first aid kits, ladder checks, kitchen records, water system, fire alarms/fire equipment maintenance
- Manage cleaning contracts and staff, to ensure that the site is cleaned after each booking and prepared for the next booking as detailed in the Cleaning and Change over Specification
- Inspect the buildings at least weekly when it is not occupied to ensure its good order and safety and to notify the Chief Executive Officer of any problems. Be available to respond to emergencies
- Ensure stocks of gas are monitored regularly and place orders when new stocks are needed in time to ensure continuity of supply
- Work with the Centre Assistant to co-ordinate general repairs, decorating and servicing requirements
- Arrange local repairs and deliveries and make access available for repair workers, service engineers and other visitors as required
- Liaise with local contractors or volunteers to ensure cleaning, grass-cutting, road maintenance and waste collection needs are met

Responsibilities: Customers

- Manage the team, to ensure that all bookings are managed effectively to provide a quality experience for all groups and that high levels of customer care are met from initial enquiry through to delivery and evaluation with the aim of encouraging future business from all guests.
- Ensure booking requirements are met, liaising with external providers where appropriate
- Respond to complex enquiries from customers and potential customers
- Maintain effective and positive relationships with all customers, supporting repeat visits
- Meet and greet customers when volunteer wardens are unavailable
- Show customers and potential customers around; explaining how things work, emergency procedures, outlining centre policies/fire regulations/health and safety requirements etc.
- Respond positively to feedback or issues raised by customers
- Follow safeguarding and child protection procedures
- Maintain good relationships with stakeholders e.g Forestry England, neighbours, site visitors, activity companies and other site users

Responsibilities: Volunteers

- Recruit, co-ordinate and motivate a team of volunteer wardens, including arranging training, rotas and working events

- Support volunteer wardens in completing their duties to ensure the site is ready for customers on their arrival, and to take remedial action to maintain standards if necessary
- Support and develop the Centre Committee as a resource focused on volunteer engagement, solving practical issues and developing the long term plans for the centre
- Advise and support visiting Woodcraft Folk groups to deliver high quality residential experiences delivering our educational values

Person Specification

Essential

- Working with young people or youth organisations
- Experience of leading, managing and developing teams and individuals
- Safeguarding and child protection issues within a residential setting
- Health & safety, particularly safe working practices, outdoor education, facilities management, fire & water safety
- Experience of developing and implementing local operational plans
- Premises oversight and management
- Good interpersonal skills and communication skills, both orally and in writing
- Adaptable and flexible approach to work and working hours, meeting the needs of guests
- Working to agreed deadlines and budgets
- Delivering high levels of customer satisfaction
- Instructing and supervising contractors
- Commitment to Woodcraft Folk values, aims and principles
- Open to team and collaborative ways of working
- Use your initiative to respond to issues on site and manage demands

Desirable

- Working with and motivating volunteers
- Working with a volunteer committee
- Working in an outdoor or informal education setting

Screening Requirements

DBS check Yes - Enhanced

References Yes

Right to work Yes

This role is exempt from the Rehabilitation of Offenders Act (1974)

To express interest in this role, please apply online at
<https://woodcraft.org.uk/vacancies>

If you have questions about the role, or would like to arrange an informal discussion before applying, please email michael.lawrence@woodcraft.org.uk (current postholder) or deborah.mccahon@woodcraft.org.uk (line manager).