



Job Pack

Centre Manager Lapwing Lodge Outdoor Centre

Summary

Role	Centre Manager for Lapwing Lodge
Salary	£35,000 (encompassing on site accommodation)
Pension	Defined contribution of 3% by West Region with a minimum of 5% from employee
Hours of work	40 hours per week, to be worked in accordance with the requirements of the job, which requires evening and weekend duties.
Location	Lapwing Lodge, Gleniffer Road, Paisley, Renfrewshire, PA2 8UL
Annual Leave	33 days (rising incrementally to a maximum of 41 days after 8 years).

Lapwing Lodge

Lapwing Lodge is West Region Scouts outdoor centre. It comprises a 76-bed self-catering hostel with bunk room accommodation, 4 Hobbit Houses comprising 40 beds and 25 acres of mixed moorland, grass land and forest space, including a large camping field. It has a number of activity facilities on site including a high ropes course, a dam for water sports, a fixed archery range, wooded areas and large outdoor activity spaces. Lapwing Lodge is managed by the Lapwing Lodge Support Team (LLST). This is led by the Lead Volunteer of the LLST, who reports to the trustee board of West Region Scouts.

The Role

West Region is seeking a new Centre Manager who will be responsible for the operation and growth of the centre, site and facilities. You will report to, and be supported by, the Lead Volunteer of the LLST. These volunteers will set the strategic direction of the centre and work with the centre manager to develop the Centre Plan to deliver on the goals of the centre and Region.

Key areas of responsibility:

Our facilities, infrastructure and maintenance operations.

- Lead and manage Lapwing Lodge volunteers and staff to maintain the current centre buildings, infrastructure and green spaces to their current standards, and improve on these facilities in line with the Centre Plan.
- Engage and liaise with external contractors to carry out tasks out with the skill set available within the Lapwing Lodge volunteer and staff pool.
- Support volunteers and staff to develop skills in relevant areas, to support the centre in achieving the goals within the Centre Plan.

Delivering a Safe, High Quality Activity Provision.

- Organise and lead the day to day running of the centre, including oversight of safety in all our operations and delivering a quality experience for our users.
- Lead and Manage volunteers to deliver high quality, safe activities to all centre users.
- Support volunteers to develop their skills, knowledge and expertise in appropriate activities, in line with the Centre Plan.
- Lead the centre to gain and maintain relevant industry accreditations in line with the Centre Plan.
- Implement systems and procedures to meet the standards required by industry accreditation schemes, The Scouts and the Health and Safety Executive.
- Lead and support volunteers in the development of new income streams, activities and facilities to boost the development of Lapwing Lodge in line with the Centre Plan.
- Lead and support volunteers to organise and deliver events which provide wider support to scouting across West Region.
- Work with volunteers from other teams in the Region to ensure their areas are supported by lapwing Lodge and that Lapwing provides a high quality resource which enhances scouting across West Region.

Business Development

- Manage the day to day, including budgeting, financial monitoring and financial recording and managing payments.
- Work with the LLC to expand and achieve the Lapwing Lodge development plan, known as the Centre Plan.
- Work in partnership with LLC and West Region volunteers to maximise opportunities to develop and support the centres income and development.
- Provide regular performance reports at agreed intervals to the Lead Volunteer of the LLST.

- Develop and expand the business of the centre through enhancing and maintaining the quality of experience to all customers.
- Support and manage volunteers to plan and deliver a range of programmes for internal and external customers.
- Build and enhance business relationships to increase customer retention, recommendation and referral to grow the business of the centre.
- Meet income and expenditure targets, in line with the Centre Plan.
- Identify new markets to expand the centres business in line with the Centre Plan.
- Proactively promote Lapwing Lodge to internal and external clients, including attending industry events and conferences and through networking and business relationships.

Working with our Team.

- Lead, support and manage volunteers and staff of Lapwing lodge, enabling them to support the centre in meeting its goals.
- Build a strong working relationship with the volunteer team, including developing volunteers skills, knowledge and expertise and ensuring the right skills, knowledge and expertise are present to deliver the Centre Plan.
- Acknowledge and leverage the existing skills, knowledge and expertise that volunteers can bring to Lapwing and work with volunteers to understand how they can use their skills, knowledge and expertise to support the centre to achieve its goals as laid out in the Centre Plan.
- Lead the volunteer team to develop the right culture and atmosphere within the team, an atmosphere which recognises the contributions of the volunteers and makes being part of the Lapwing team rewarding and attractive to potential new volunteers. Use this culture to maintain a continued focus on the recruitment of new volunteers to the Lapwing Team.
- Work with the Lead Volunteer and members of the LLST to lead the centre and develop Lapwing Lodge in line with the Centre Plan.

Bookings and Administration

- Manage bookings at the centre on a day to day basis including administrative and financial management of all bookings and suitable planning of volunteer and equipment provision for all bookings.
- Liaise with our customers to provide a high quality experience from point of enquiry until after their visit is over.
- Maintain suitable and sufficient records of bookings to ensure a high quality customer experience, and access to business intelligence to inform the future direction of the centre and future development of the Centre Plan.

Other Responsibilities

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- Maintain strong positive relationships with our neighbours, local communities, local authorities and other external stakeholders.
- Any other reasonable tasks as allocated by your line manager, the Lead Volunteer of the LLST.

Person Specification

The individual we are looking for

The role of Centre Manager at Lapwing Lodge is wide and varied. Therefore we are keen to hear from individuals from a wide range of backgrounds and experiences. Although many of the Essential and Desirable attributes in the person specification lend themselves to the outdoor education industry, we are keen to hear how experiences from other industries can enhance our centre and help us grow. If you would like an informal conversation about this role, please contact Stephen.allan@westregion.org.uk to discuss your experience.

Personal Qualities and Skills

- Personal values which align to those of The Scouts. (E)
- Confident and Credible to a diverse range of customers and stakeholders. (E)
- Ability to work with, lead, support and manage others, as well as work under own initiative. (E)
- Proactive, flexible and organised approach to tasks and able to adapt to changing circumstances and priorities, including problem solving and incident management. (E)
- Strong attention to detail and drive to complete tasks in a timely manner, while maintaining a high standard of quality and consistency. (E)
- Flexibility in approach to work and willing to learn and adapt to the needs of the role. (E)
- Strong understanding of volunteering and the third sector (E)
- Strong experience of scouting, volunteering and scouting in West Region (D)
- Experience in goal setting, monitoring and evaluation (D)
- A current driving licence (E)

Industry specific knowledge and experience

- Knowledge of health and safety legislation, best practice and industry standards in relation to the various tasks associated with the role. (E)
- Previous experience working at an outdoor centre or scout activity centre (E)
- Experience in the line management of staff and volunteers (E)
- Hold, or be willing to attend and complete an outdoor first aid qualification (E)
- NGB qualifications in outdoor activities (D)
- Extensive knowledge of best practice in outdoor education, learning and adventure (D)
- Previous experience in a leadership role at an outdoor centre or scout activity centre (D)
- Qualification in Outdoor Education, Business Management, Leisure Management or Facilities Management (D)

- Experience gaining and/or maintaining industry accreditation such as AALA and LOTC (D)
- Track record of developing and delivering strategic and development plans and goals. (D)
- Experience managing a residential facility and the health and safety requirements of such facilities. (D)
- Experience managing activity equipment, provision, training and processes (D)
- Project Management Experience (D)

Customer service, administration and sales abilities

- Ability to manage customer and business relationships to achieve positive outcomes (E)
- Ability to plan and manage budgets (E)
- Manage customer and business relationships to achieve positive outcomes (E)
- Track record of delivering high customer satisfaction and high quality experiences. (E)
- Understand and use sales and marketing techniques, tools and technologies to support business strategies. (D)

Proven skills and abilities

- Track record of strong financial controls including budget setting and cost control. (E)
- Strong communication skills in a variety of communication methods including written reports, presentations and verbal communications, with a variety of audiences. (E)
- Proficient in use of IT including Microsoft 365 (E), booking systems and accounting tools (D).
- Able to use digital tools to enhance productivity and efficiency and to gather and analyse data. (D)

Applications

Please send a CV to Stephen.allan@westregion.org.uk by 30 September 2025, an acknowledgement of all applications will be sent.