



Centre Manager, Gowanbank

Recruitment Pack
April 2018



Hello.

Thank you for taking the time to check out this exciting opportunity with SU Scotland.

Our shared vision is to see the children and young people of Scotland explore the Bible and respond to the significance of Jesus. In addition to our work in schools and in SU holidays we already run two residential activity centres and two seasonal campsites. This ministry is growing year on year and receiving Gowanbank House as a gift marks the latest chapter in this exciting story.

This role offers a rare opportunity to be involved right from the outset in helping ensure the successful development and growth of a significant new resource for our ministry activities.

Naturally, as Centre Manager you will be responsible for the smooth operation and development of Gowanbank: everything from leadership to laundry, marketing to maintenance, activities to administration, catering to customer service, safety to support raising. We hope you are versatile!

Please enjoy reading through the enclosed recruitment pack and if you have further questions about the role prior to applying, feel free to get in touch in confidence and on a no commitment basis.

Meantime, be assured of our prayers for you and others giving serious consideration to whether this could be the right thing for you.

Best wishes



Robin MacLellan
Director of Residentials and Resources

Email: robin.maclellan@suscotland.org.uk

About SU Scotland

Scripture Union Scotland is part of the worldwide family of Scripture Union movements that began in the nineteenth century and now operate in over 130 countries across the world.

We are a Christian charity working in partnership with local churches and other sympathetic organisations. More than 2,000 volunteers are involved in helping to run our activities, together with around 100 staff and associate workers.

- Our SU **Holidays and weekends** are the place to be for high energy activities, music, crafts, friends, fun, camping and a whole lot more
- Our **residential centres** are places of adventure, escape, discovery and hope, hosting thousands of school pupils on residential breaks each year.
- We work in **schools** - throughout the academic year, SU workers and volunteers contribute to the curriculum in many of Scotland's schools.
- Our **discipleship** programme helps young people to grow, learn, explore and develop leadership skills
- We partner with **churches** across Scotland, helping them realise their vision for mission and evangelism.



Our vision and values

Our vision is to see the children and young people of Scotland exploring the Bible and responding to the significance of Jesus.

Everything we do is governed by two core values: dependence on God and deepening relationships.

We love to see children and young people:

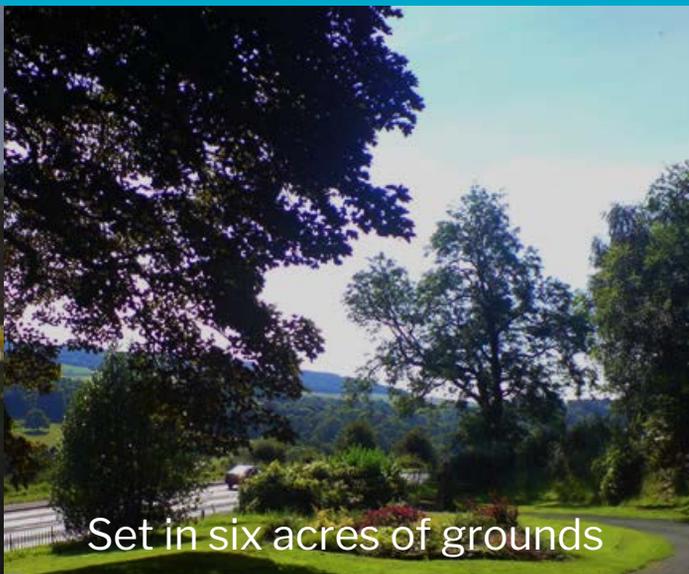
- **Feeling valued and accepted in every encounter with SU Scotland** - being able to express their views, engage with others, and grow in confidence as they recognise and develop their abilities.
- **Exploring the key stories and events from the Bible**, reading and studying the Bible on their own and with others, and growing in their understanding of God and what it means to follow him.
- **Having opportunities to learn about Jesus**, making the decision to follow Jesus, and having the confidence to reflect this in their choices, attitudes and actions.



Introducing Gowanbank House and grounds



A stunning character property



Set in six acres of grounds



Panoramic views



Warm welcome



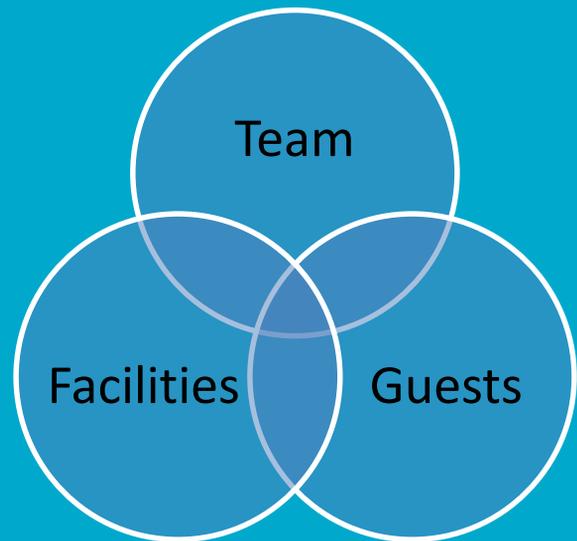
Beautiful meeting spaces



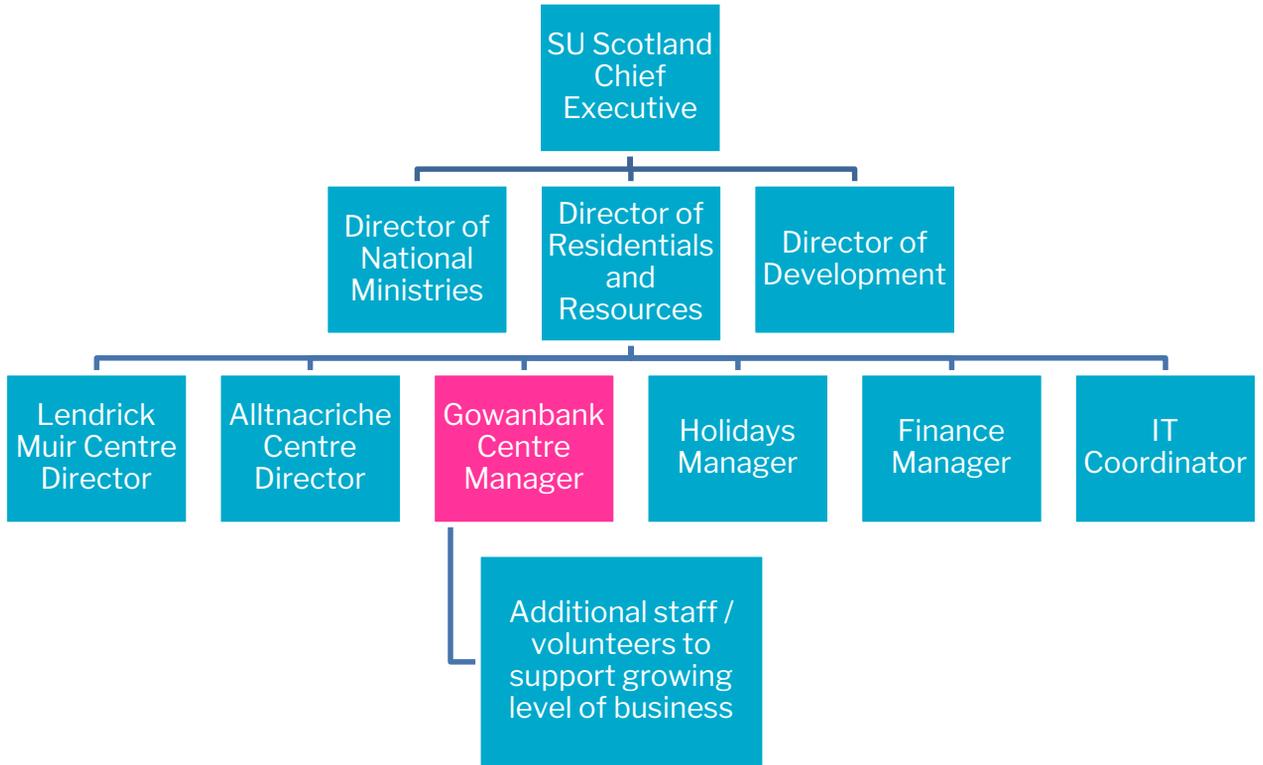
Woodland wilderness

Key aspects of the role

- ✓ Building and leading the **team** of staff and volunteers that will be needed to support the growing work at Gowanbank
- ✓ Ensuring top quality service for **guests** and expanding the customer base of groups using the centre
- ✓ Managing the maintenance and development of **facilities**



How this role fits in



Job overview

Job Title:	Centre Manager, Gowanbank
Salary:	£28,006 - £30,196 per annum, plus generous employer pension contributions
Location:	Gowanbank House, Darvel, KA17 0LL
Contract:	Full-time, permanent (potential for job share)
Managed by:	Director of Residential and Resources
Responsibility for:	Gowanbank Staff and Volunteers

Job purpose:

- To work with departmental director to formulate the vision for the centre and deliver planned development of the centre's facilities and ministry
- To implement effective marketing and communication strategies to grow bookings and achieve sustainability
- To ensure a warm welcome and high level of customer service is developed and maintained across every aspect of the Centre's activities
- To lead and manage an effective team of staff and volunteers
- To oversee and be accountable for all aspects of the day-to-day operation of the centre within the overall aims, ethos and strategic priorities of SU Scotland
- To support the wider residential ministry of SU Scotland

Key relationships:

Guests, suppliers, contractors, regulatory bodies (e.g. Environmental Health etc.), local community (churches etc), senior colleagues at other SU centres, Holidays Manager, Finance Manager, IT Coordinator, HR Team

Tasks and responsibilities

Leadership and Management

- To lead and manage the life and ministry of the Centre, including operational, spiritual and social aspects.
- To oversee recruitment and development of the Gowanbank staff team; recruit temporary and part-time paid and/or voluntary support as required, within the agreed staffing levels and in conjunction with SU Scotland's HR team.
- To line manage Gowanbank centre staff and volunteers, growing a strong and cohesive team, responding appropriately to any performance issues that may arise.
- Take responsibility for ensuring that staff management and development policies and practices are implemented for all members of staff within areas of accountability, including informal coaching and personal development opportunities.
- Ensure the effective management and the day to day running of the Centre to provide a quality and safe experience for all groups.
- Implement a strong welcome and excellent customer service standards at the centre, seek and respond to feedback from guests and ensure any areas for improvement are identified and resolved promptly.
- To act as ambassador for the work of SU through establishing local contacts to promote the work of SU and assist with the operation of the Centre.

Spiritual Leadership

- Demonstrate continual reliance on God through active participation/leadership of prayer and Bible teaching as required and consistently demonstrate Christ-likeness in attitude towards others and behaviour at work.

Tasks and responsibilities

Marketing, Finance, Fundraising and Administration

- Define and implement a proactive marketing strategy for Gowanbank which provides a strong foundation for rapidly growing booking levels.
- You will be responsible for preparing the centre budget on a sustainable basis and then ensuring sound financial management and monitoring against this budget. You will also be responsible for ensuring value for money from suppliers and ensuring receipts and expenses are appropriately processed and approved in line with SU's delegation of authority policy.
- Working with the Support Development Manager, identify future operational and capital costs which would be suitable for grant and trust applications thereby ensuring a steady stream of grant funding to support centre development. Similarly, plan and implement regular fundraising, support raising and community network building events. Finally, when appropriate prepare centre development appeals in line with SU's fundraising appeal cycle.
- Ensure that all matters relating to the bookings process and system are appropriately handled and administered.

Catering and House

- Ensure excellent provision of catering requirements for groups including balanced menus; economic ordering; efficient operation and hygienic premises, excellent customer service.
- Ensuring that laundry and domestic arrangements are managed effectively and that all the accommodation is prepared to a high standard for guests on arrival and during their stay.

Facilities development and maintenance

- Ensuring that an ongoing programme of development is planned and undertaken within agreed budget.
- Managing all necessary grounds, facilities, activities and plant maintenance work on a planned and reactive basis.

Tasks and responsibilities

Programme

- Ensuring that all arrangements to do with the activity programme of the Centre are adequately planned, organised and implemented;
- In time, ensuring that specific programmes offered to adult, youth or school groups are developed and delivered to the highest standards in line with SU's strategic objectives.

Support raising

- To build partnerships with existing and potential supporters to encourage prayer, giving and volunteering support for your specific role and the wider ministry of SU Scotland. The means of doing this will be tailored according to the nature of your role and personal circumstances and an action plan agreed with your line manager.

Health and Safety

- To oversee management of all Health and Safety matters associated with the work of the Centre ensuring all practices are in accordance with the written policy and procedures of Scripture Union Scotland and current Health and Safety at Work legislation.

To participate fully in the life and ministry of Gowanbank including:

- Attend and take a share in leading daily staff morning prayer/Bible study.
- Act as duty staff, providing the first point of contact for guests (on a rotational basis). This may include providing guests with guidance on the appropriate use of self-led activities and being on-call overnight, including locking up and unlocking the Centre.

Other requirements

In common with all SUS staff members:

- Further the aims and activities of Scripture Union Scotland.
- Take part in other Scripture Union activities where appropriate.
- Demonstrate commitment to the SU Scotland ethos, vision, values and work practices, and the wider ministry of SU in Scotland and beyond.

The above list is intended to give an indication of the range of duties for the role. Other tasks/responsibilities, appropriate to the remit, will be expected as required.

Occupational Requirement

An Occupational Requirement applies in terms of the Equality Act (part 1, schedule 9). This post requires the occupant to have a personal faith in Jesus Christ as Saviour and Lord and to believe the Bible to be fully trustworthy, in all that it affirms, and the highest authority for faith and life in keeping with SU Scotland's statement of faith. These principles require to be applied alongside the professional skills required in this role.

Appointment will be subject to a satisfactory PVG Scheme Disclosure and references.

What are we looking for?

CRITERIA	NEEDED	IDEAL
Knowledge & Experience		
Demonstrable experience of managing people and leading teams effectively.	✓	
Computer literate with the ability to perform administrative tasks.	✓	
Good numeracy, literacy and communication skills.	✓	
Experience of working under own initiative.	✓	
Previous roles may have included responsibility for operational delivery (preferably in a customer-focused environment).		✓
Understanding of Scottish educational context including Curriculum for Excellence and outdoor learning		✓
Awareness of wider Christian mission.		✓
At least 3 years' management experience in a residential activity centre or the wider hospitality sector.		✓
Education		
Degree-level qualification.		✓
Further qualification in a relevant area, for example hospitality, management, business, customer service etc.		✓
Other useful qualifications for a centre environment – health and safety, catering, instructing or facilities qualifications.		✓
Social		
A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith. Must enjoy the confidence of their church.	✓	
Able to undertake evening and weekend duties.	✓	
Strong team player with good levels of emotional intelligence	✓	
Aptitude		
A Christian with spiritual maturity – able to provide spiritual leadership of the centre (including staff devotional times).	✓	
Demonstrates the capacity to operate at a senior level representing the centre and the wider organisation professionally to key stakeholders.	✓	
Strong people and team management skills demonstrated by ability to work professionally with and develop a wide range of staff and volunteers.	✓	
Effective marketing ability to attract new bookings and customer service skillset to ensure high level of guest return rates.	✓	
Works well under pressure, capable of multi-tasking with a proven track record of delivery on agreed objectives.	✓	
Versatile, quick learner who is willing to take ownership of responsibilities and challenges	✓	
Conscientious, resourceful, reliable with high levels of initiative.	✓	
Other		
Own transport and a full current driving licence	✓	
Able to demonstrate good understanding of SU Scotland.	✓	

Terms and conditions

HOURS

The post is full time, working 37.5 hours per week, subject to seasonal variation in accordance with the fulfilment of your responsibilities and by agreement with your line manager. Will require evening and weekend working on a regular basis. The term of the post is permanent.

PROBATIONARY PERIOD

The first three months of your employment will be probationary. Your performance will be reviewed throughout this period. If your performance is satisfactory at the end of this period, your appointment will be confirmed. The employer reserves the right to extend your probationary period.

TERMINATION OF EMPLOYMENT

During the probationary period the notice required to be given either by you or Scripture Union Scotland to terminate your employment is one week.

Except during the probationary period, the length of notice which you are obliged to give the company to terminate your employment is three months.

Except during the probationary period, the length of notice which you are entitled to receive from the employer to terminate your employment is four weeks until you have been continuously employed for five years. Thereafter, you will be entitled to one week's notice for each completed year of service up to a maximum of twelve weeks.

Your employment may be terminated summarily in the event of a breach of contract by you that warrants summary dismissal.

SALARY

£28,006 - £30,196 (dependent on experience) per annum.

You will be paid in arrears on a monthly basis, on or before the 28th of each month.

PENSION ARRANGEMENTS

SU Scotland operates a Group Personal Pension Scheme for employees over 18 and under 75 years of age. An employer's contribution of between 5% and 9% of total pensionable salary will be paid (the actual amount depending on your level of employee's contribution.)

LIFE INSURANCE COVER

Life insurance cover of three times your annual salary is provided, with the premium being paid for by SU Scotland.

ACCOMMODATION

Please note that staff accommodation is not provided for this role.

HOLIDAYS

The holiday year runs from 1 April to 31 March. Annual leave entitlement for a full-time post is 33 days paid holiday (this amount is inclusive of entitlement to local and national holidays). Annual leave entitlement for part-time and fixed term staff is pro-rata. Annual leave entitlement will increase with length of service.

Possible next steps...

- If you feel this role is something that God may be calling you to apply for:
 - ❑ Feel free to contact Robin MacLellan for an informal, confidential discussion about the role – email robin.maclellan@suscotland.org.uk or call 07963 715675 (from 16 April onwards)
 - ❑ [Download your application and equal opps forms](#) (Word docs) from our website
 - ❑ Email your completed forms to hr@suscotland.org.uk
- If this is not for you, feel free to forward this pack on to someone else who you think may be well suited to applying.

Thanks for your interest!

www.suscotland.org.uk
Scottish Charity SC011222

