SU Scotland

SU Holidays, Operations Manager

Closing date: 10.12.26

RECRUITMENT PACK



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SU Holidays, Operations Manager

November 2026

Hello.

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

Our shared vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.

We're probably best known for our work in schools, with churches and in SU centres, not to mention our dynamic programme of holidays and camps for children in P5 to S6 where we say to every child and young person, "You belong here."

We've been running holidays in Scotland for over 80 years. We passionately believe in the significant role that residentials and holidays can play in a young person's life, creating life-changing moments of faith and community.

You can check out this short video to get a taster of SU Holidays!



We are now seeking to appoint a new Holidays Operations Manager to join our SU Holidays staff team. The successful applicant will take particular responsibility for the effective organisation and delivery of the SU Holidays programme, which works with over 3,500 children and young people each year.

This role will work closely with the Holidays Manager. Depending on their experience and skillset, there may be scope to re-assign some responsibilities to the Holidays Manager and vice versa.

Please enjoy reading through the enclosed recruitment pack and if you have questions about the role prior to applying, just shout.

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

Robin



Robin MacLellan, CEO
robin.maclellan@suscotland.org.uk

SU Scotland

Scripture Union Scotland is registered in Scotland as a charity (no.SCO11222) and as a company limited by guarantee (no.SC54297).

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ABOUT SU SCOTLAND

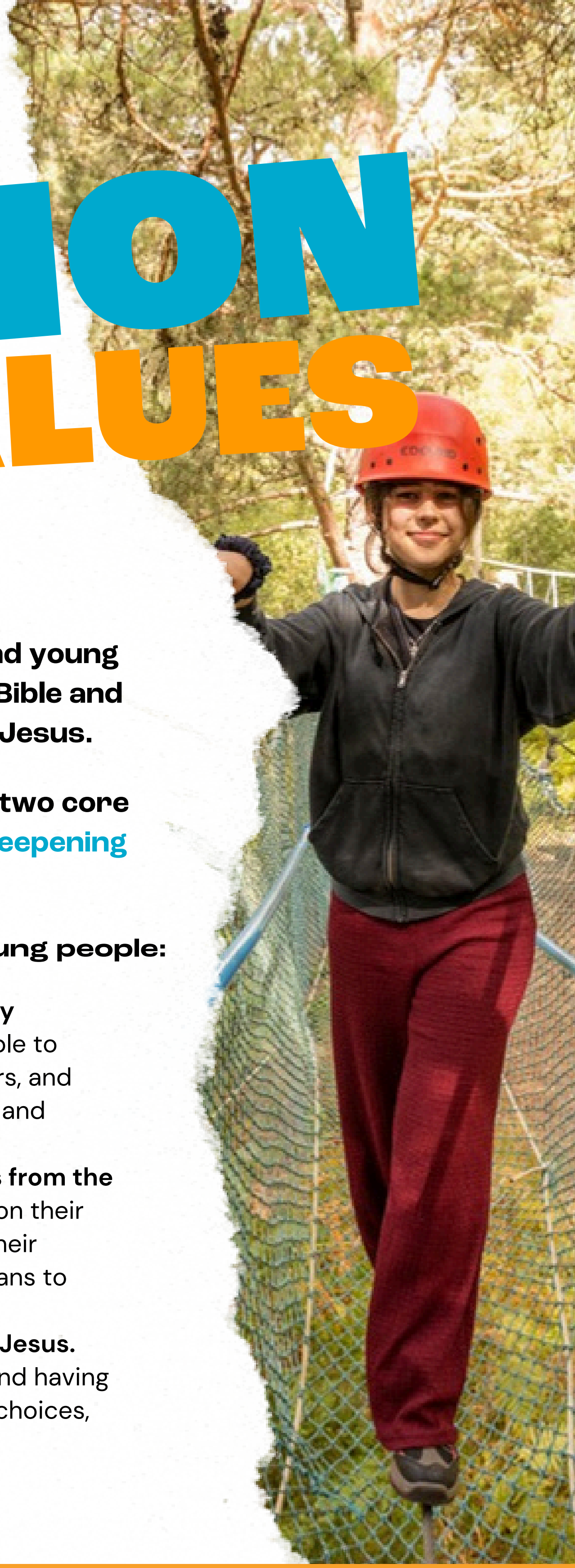
Scripture Union Scotland is part of the worldwide family of Scripture Union movements that began in the nineteenth century and now operate in over 130 countries across the world.

We are a Christian charity working in partnership with local churches and other sympathetic organisations. More than 2,800 volunteers are involved in helping to run our activities, together with around 150 staff.

- Our SU Holidays and weekends are the place to be for high energy activities, music, crafts, friends, fun, camping and a whole lot more with Magnitude Festival adding a dynamic new dimension to the mix.
- 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.



OUR VISION & VALUES



Our vision is to see every child and young person in 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.



OUR STRATEGY 2024+

VISION

Our vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.

VALUES

Everything we do is governed by our core values of Dependence on God and Deepening Relationships

OUTCOMES we seek for children and young people

Discover

Discover God's love for them

Encounter God's goodness through the service of his people

Explore God's world

Explore

Explore and understand the Christian faith

Read the Bible and understand its big story

Respond

Space to reflect and make a response to the Gospel

Children and young people coming to faith

Flourish

Confidence in living for Jesus and sharing faith

Grow as a disciple and young leader

Help disciple others

ANCHORS

As we work we will do so with:

Bibles open - Prayer central - Ministry at the Margins prioritised - Volunteers first - Disciples making disciples - Serving churches - Residentials transforming lives

JOB OVERVIEW

Job Title: SU Holidays, Operations Manager

Salary: £36,128 - £38,973 per annum, plus generous employer pension contributions

Location: Hybrid work from Glasgow SU Office/Home

Contract: Permanent, Full-time - 37.5 hours per week

Managed By: Holidays Manager

Direct Reports: Holidays Senior Administrator, Maintenance Coordinator, Facilities Coordinator, Seasonal Facilities Assistants

Key Relationships:

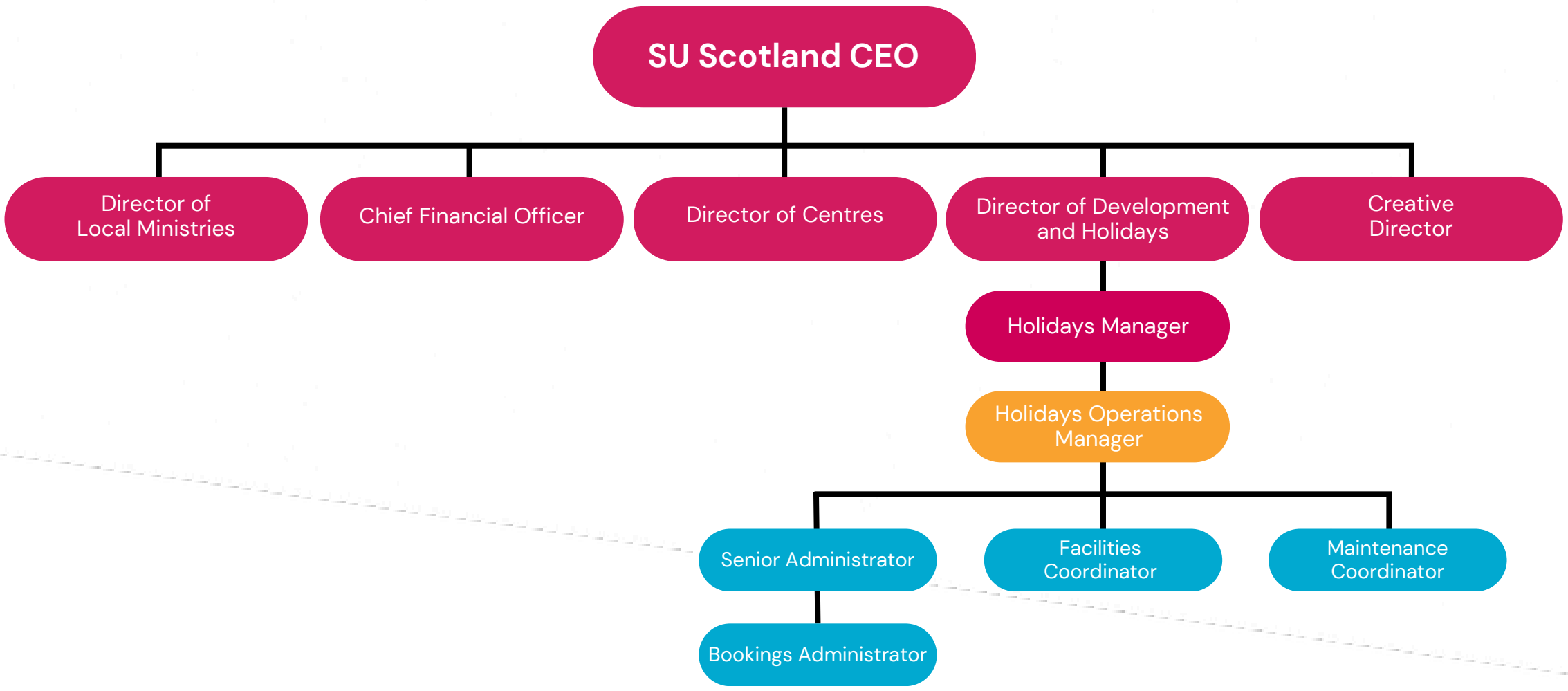
Internal: SU Centre Directors, Magnitude Events Manager, Activities Manager, Holidays Team Leaders, Finance Team, Volunteers Team, Campsite volunteers, Head of CRM

External: Service users (campers and parents); service providers e.g. activity providers, transport companies, etc, third party campsite users, IT providers





HOW THIS ROLE FITS IN



Job Purpose

To fulfil the vision and values of Scripture Union Scotland through working as a member of the SU Holidays staff team, taking particular responsibility for effective administration and delivery of the SU Holidays programme working with over 3,500 children and young people each year.

Key Result Areas

- Effective operational support is consistently in place for SU Holidays, enabling quality ministry to happen with children and young people
- Customers enjoy a user-friendly experience at every stage of their interaction with SU Holidays; whether online, on the phone, by email or in person
- Holiday event Team Leaders feel adequately informed in fulfilling their roles
- Campsites are managed safely, effectively and within budget



TASKS & RESPONSIBILITIES

1. Modelling SU Scotland Values

As a practising Christian, to demonstrate commitment to the SU Scotland ethos, modelling Christian lifestyle, values and work practices to staff and volunteers alike. Full participation in the life and ministry of SU Scotland will include:

- Involvement in staff prayer meetings
- Involvement at the annual staff residential retreat, Big Celebration and SU Holidays Event Leadership Conference
- Participation in events, internally and externally, representing the organisation as required
- Model qualities of Christian character and commitment and have a personal commitment to spiritual growth and development

2. Administration and promotion

- Working with admin colleagues to ensure a smooth, user-friendly experience for customers at every stage of their interaction with SU Holidays
- Direct the work of the SU Holidays admin team, supporting the Senior Administrator in their line management of others
- Creation and maintenance of the overall department work schedule
- To act as second level contact for any customer complaints received, escalating to the Holidays Manager where necessary
- Manage the distribution of publicity (e.g. brochures) and mailings
- Review and continued development of booking process and customer journey, ensuring that the website and booking portal are effective and streamlined, making development requests as required

3. Logistics and Travel

Working with the Senior Administrator, ensure all aspects of logistics and transport involved in the Holidays Programme are in place, including:

- Organising accompanied travel arrangements for campers, ensuring appropriate methods of travel on the basis of cost, supervision and numbers travelling
- Ensuring all necessary bookings are made, e.g. coaches, train and boat tickets for group travel
- Oversight of the preparation and distribution of travel information to campers
- Preparing a summary of all logistical arrangements in an accessible format
- Maintaining and communicating with a pool of minibus drivers

4. Site Management

- Line manage the Maintenance Coordinator and Facilities Coordinator
- Ensure the continued maintenance, compliance and development of SU Scotland's campsites at Scoughall (North Berwick) and Kingscross (Isle of Arran), including detailed maintenance and development schedule
- Take the lead role in recruiting and supporting seasonal staff for campsites
- Provide direction and project management support for larger developments at the campsites
- Attend and, when necessary, chair the Scoughall and Kingscross management group meetings

TASKS & RESPONSIBILITIES



5. Finance and budgetary

- To be responsible for the preparation of budgets for individual holiday events, analysing actual income and expenditure against budget and following up any issues arising
- Manage the budgets for the Scoughall and Kingscross campsites
- Work with the Holidays Manager to compile the overall departmental budget and review quarterly management accounts
- Work with the Holidays Manager, to ensure funds donated to the Holidays Sponsorship Appeal are used appropriately and that a clear system is in place and well publicised to enable applications for support

6. Communication and Support

Ensure that Team Leaders are provided with all the resources required, guaranteeing appropriate communication and support in all matters relating to the event they are leading, including:

- Oversight of the annual process for updating files and resources available to Team Leaders
- Responding to enquiries relating to events from Team Leaders and Assistant Team Leaders
- Serving as part of SU Scotland's Incident Management Team with opportunity to take on the role of Duty Staff Member

7. Ministry Partner Development

Each member of the SU Scotland staff team is involved in support raising to an appropriate extent. Fund Raising team colleagues will resource you for this task and your line manager will agree an action plan with you that reflects the nature of your role. Time is set aside as part of the working week for these tasks. Action plans may include:

- Personal approaches to potential donors and prayer supporters to invite them to partner in your ministry
- Regularly updating your action plan and keep a track of tasks undertaken
- Regular communication with existing prayer and financial supporters to ensure they are well-informed and their contribution appreciated
- Being aware of volunteering opportunities and promoting these as appropriate

OTHER REQUIREMENTS

- Be committed to a high level of teamwork within the Department, wider organisation and amongst volunteers
- Network with counterparts fulfilling similar roles with other charities/organisations
- Be committed to a collaborative approach with projects, ensuring that communication with internal and external stakeholders is of the highest standard

OTHER REQUIREMENTS



- Depending on experience, the post-holder is encouraged to lead an SU Weekend or SU Holiday as a practice base in order to develop and model best practice
- Many aspects of the role relate to communication with volunteers and events involving weekend departures/arrivals so the post carries the potential for some work during evenings and at weekends, especially at certain times of the year. Occasional travel to SU Holidays campsites is also a feature of the role. Time off in lieu may be taken at a mutually agreed time.

In common with all SU Scotland staff members:

- Further the aims and activities of Scripture Union Scotland
- Undertaking professional development through active participation in annual work appraisals, supervision and internal or external training as required or individually identified.
- Taking part in other Scripture Union activities where appropriate.
- Demonstrating commitment to the SU Scotland ethos, vision, values and work practices, and the wider ministry of SU in Scotland and beyond.

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.

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

Appointment will be subject to a satisfactory PVG Scheme Disclosure.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Work Experience		
Committed to the servant leadership model of influencing and leading others	✓	
Proven ability to communicate vision and values		✓
Experience in project management	✓	
Experience or working with volunteers	✓	
Excellent written communication and presentations skills	✓	
Experience of managing budgets	✓	
Familiarity with facilities management issues		✓
Experience of developing relationships with a wide range of people and of excellent customer service	✓	
Experience of residential ministry with young people		✓
Experience of effective delegation and management of staff	✓	
Skills		
Able to plan strategically and work on own initiative	✓	
Able to work collaboratively across the organisation while demonstration both sound judgement and independence of mind	✓	
Computer literate with a good understanding of Word, Excel and other packages	✓	
Education		
Degree level qualification or equivalent		✓
Social		
A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith. Must enjoy the confidence of his/her church fellowship.	✓	
Able to undertake some evening, weekend duties and some residential work away from home	✓	
Experience of working with children & young people		✓
Aptitude		
Ability to communicate confidently, sensitively and diplomatically with all types of people and within team settings	✓	
Capable of multi-tasking with a proven track record of delivery on agreed objectives	✓	
Able to represent the organisation in a professional manner	✓	
Ability to be both self-motivated and an adaptable team player	✓	
Capacity to multi-task and prioritise simultaneous work streams	✓	
Able to maintain absolute confidentiality where required	✓	
Willingness to engage with all aspects of Ministry Partner Development	✓	
Works well under pressure, including crisis situations	✓	
Other		
Own transport and a full current driving licence	✓	
Able to undertake evening and weekend duties.	✓	
Able to desmonstrate a knowledge and understanding of SU Scotland		✓



TERMS & CONDITIONS

HOURS

The post is full time, working 37.5 hours per week. This role will require occasional evening and weekend working. This is a new post with an initial fixed term of three years, extendable in line with funding.

PROBATIONARY PERIOD

The first four 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 twelve weeks. 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 further 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

£36,128 - £38,973 per annum (dependent on experience). New appointees are normally placed at the starting peg point unless there are exceptional circumstances. You will be paid in arrears on a monthly basis, on or before the 28thof each month.

PENSION ARRANGEMENTS

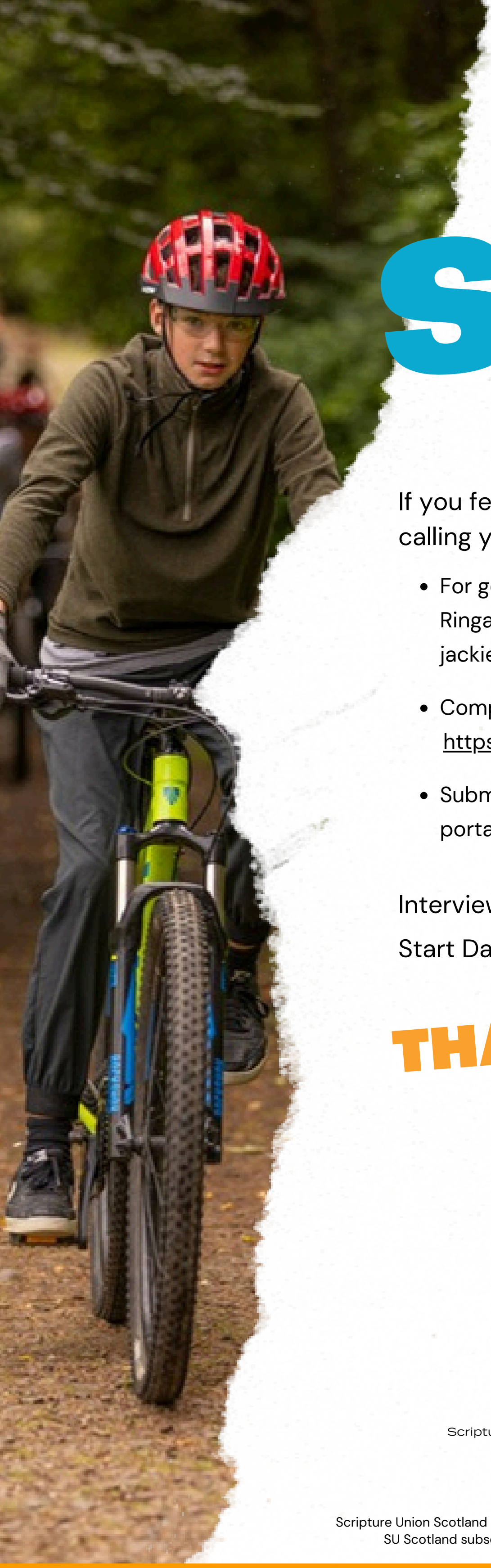
SU Scotland operates a Group Personal Pension Scheme for employees over 18 and under 75 years of age. An employer's contribution of between 5.5% and 9% of total pensionable salary will be paid (the actual amount depending on your level of employee's contribution.)

LIFE INSURANCE COVER

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

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.



NEXT STEPS

If you feel this role is something that God may be calling you to apply for:

- For general questions about the role, please email Jackie Ringan, our Director of Development and Holidays: jackie.ringan@suscotland.org.uk
- Complete your application on our BambooHR portal: https://suscotland.bamboohr.com/careers/115
- Submit your completed forms through the application portal on BambooHR before **4pm on 10 December 2026.**

Interview: **17 December 2026**

Start Date: **February 2027**

THANKS FOR YOUR INTEREST!

SU Scotland

@suscotland

Scripture Union Scotland is registered in Scotland as a charity (no.SCO11222) and as a company limited by guarantee (no.SC54297).

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Scripture Union Scotland is registered with the Information Commissioner's Office under registration reference ZA356097.
SU Scotland subscribes to the United Nations Convention on the Rights of the Child, as reflected in UK law.