



Candidate pack

Centre Manager – April 2019



Hello!



Thank you for your interest in joining us here at Moor House!

We've got an important job to do. Every year, we prepare over 10,000 people with skills for life. At our heart, we make it easy for our volunteers to deliver great outdoor adventure at great prices. One day, we might be hosting a group of Beaver Scouts taking part in their first night away from home and the next, we might be welcoming a local business. Every day is different and that is what makes Moor House a really exciting place to work.



About us



Moor House is located 4 miles outside of Durham offering:



19 acre estate of mixed woodland



Large purpose built accommodation block for 38 people



Adventurous on-site activities



Outdoor camping space and facilities

We're part of **Durham Scouts**, providing camping, residential and activities to over 6000 of their members every year. We're an essential part of their Skills For Life strategy, bringing Scouting to more young people across Durham and Tyne & Wear. When we're not being used by the Scouts, we welcome other voluntary organisations, schools and corporates.

Find out more about what we offer at www.moor-house.org.uk.



About us



Our Vision

To be recognised as the key provider of outstanding quality adventurous and educational activities.

Our Mission

Moor House Adventure Centre offers a secure environment to support personal development through outdoor adventure:

- Creating inspiration with an inclusive environment for Scouting, and our chosen customers.
- Our experienced team deliver high quality fun activities, with the option for tailor made programmes.
- We provide exceptional value, and a positive impact for all of our customers.

Strategic Goal 1

Improve activities

Offer new, exciting and accessible and developmental activities. Designed with commercial, school, youth groups and Scouting in mind.

Strategic Goal 2

Increase usage

Focus on increasing usage within Durham Scouts and revenue from external customers, including with individuals and families.

Strategic Goal 3

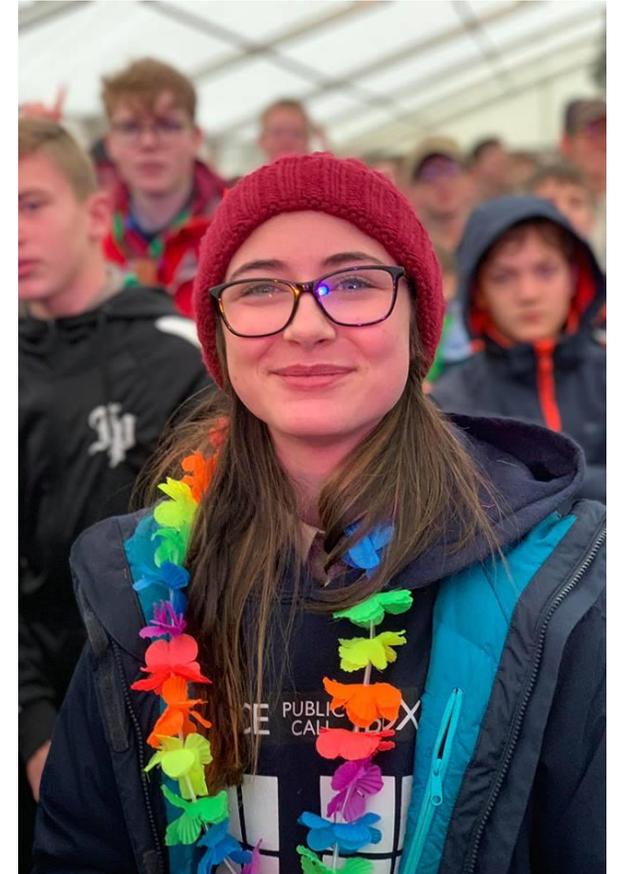
Modern facilities

Continue to improve the estate and buildings to meet the demands and expectations of our customers.

Strategic Goal 4

Customer experience

Continue to improve customer satisfaction by offering great end-to-end customer service.



About this role



This is a really exciting role to continue to evolve Moor House. You'd be accountable for the overall financial and operational performance, with particular focus on:



Delivering high quality experiences

Great and seamless experiences for our customers, making our volunteers life's easy



Delivering financial outcomes

Set, monitor and delivery against budgets and targets. Continually seek new opportunities



Delivering great facilities

Continually strive to deliver the very best facilities we can



Delivering safe and compliant experiences

Take responsibility for health & safety, with focus on safe adventurous activities



Building a great team

Recruit and coach a team of permanent staff and casual instructors for great performance

Our reward and benefits



Salary: £28k/annum



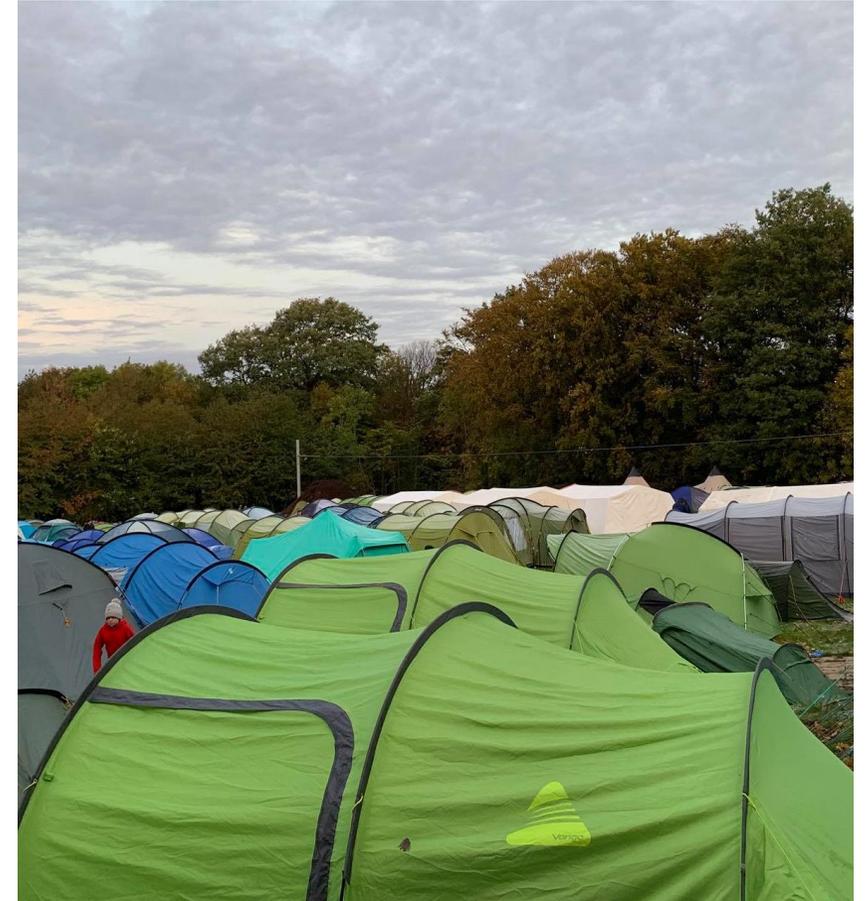
Hours: 40pw across 7 days (normally 2 weekends in 4 from April-September)



On-call: Weekdays and 1 in 4 weekends (additional allowance applies)



Benefits: Uniform, Auto-enrolment pension, training, parking, overnight accommodation when required, 25 days holiday (plus bank holidays)

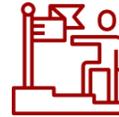


What we're looking for



The skills you need

- **Sales and marketing skills** across different customer sectors.
- **Negotiation, communication** and decision-making skills.
- Ability to define what great **industry-leading customer experience** looks like and implement this within organisations.
- Ability to **define and execute ambitious development programmes** that deliver significant improvements in business metrics.
- Ability to **manage financial performance** across an organisation, including the use of P&L accounting.
- Ability to **manage and maintain a 19-acre estate** of residential, camping and activity areas to a high standard.
- Comprehensive understanding of the **laws and regulations** involved in operating an adventure centre.
- Ability to work in a **complex Charity structure**.
- Ability to **coach for great performance**, including being able to articulate what fantastic performance looks like.



Experience you would be expected to have

- **Over 5 years' experience** of operating outdoor education/adventure Centres or B2C and B2B businesses.
- Experience of **selling and marketing** to different customer segments.
- Experience of **managing others of varying grades** and experiences, ideally employees with casual contracts.
- Experience of **coaching and mentoring** others to use best-practice.



To apply, please send your CV and a covering letter to cm.recruitment@moor-house.org.uk by 30th April 2019. Interviews will take place during May 2019.

For further information and a confidential discussion, please contact Ian Hammond at chair.mhmb@durhamscouts.org.uk.

