

Belchamps Scout Activity Centre

Guest Services Assistant

Applicant information pack

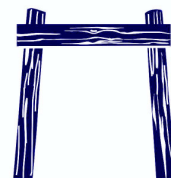


Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Contents

Introduction.....	3
Background to Belchamps Scout Activity Centre.....	3
Outline of the role and job description	3
Other information.....	4
Person Specific – Customer Services Coordinator.....	5
Terms and conditions of employment.....	6
Employment application form.....	7

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Introduction

Thank you for your interest in this position with Belchamps Scout Activity Centre. This document does not form any part of your terms and conditions but aims to give you more information about the role, its context and outline of the work you could be involved with.

Background to Belchamps Scout Activity Centre

Belchamps Scout Activity Centre is owned by the Scout Association and managed by the 4 local Scout Districts of Southend West, Southend Estuary, Castle Point and Crouch Valley. It was purchased for the Scout Association in May 1936 and has since developed from a grassy field to a mature campsite and activity centre with indoor accommodation.

Belchamps is located in the village of Hawkwell, near Southend in Essex. It has good main line train access into London.

Belchamps holds the Learning Outside the Classroom Quality Badge and the AdventureMark.

The Centre is managed locally by a Centre Manager.

Outline of the role and job description

As Guest Services Assistant for Belchamps, you will assist in dealing with all booking enquiries, allocation of facilities and activities and management of the retail areas. And further administration duties to assist the management team as and when required.

Tasks may include:

Answer and respond to telephone enquiries

Answer and respond to e-mail enquiries

Serve customers direct with booking enquires

Serve customers in the uniform, sweets and souvenir and equipment shop

Stock shelves

Chase deposits and payments

Other basic admin tasks

Final preparation of flyers/tickets etc for events

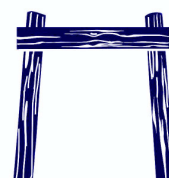
Keep the shop in a clean and tidy condition including cleaning surfaces and floors

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Belchamps customer base is made up of scouts, guides, other youth organisations, schools, general public and some corporate customers.

Our aims are:

- To enable young people to take part in residential activity experiences
- Demonstrate high quality, safe and value for money experiences
- To offer day visits and activity experiences to young people
- To strengthen the public perception of Scouting through the provision of high quality residential and activity experiences to external audiences
- Remain financially viable returning all annual surpluses back into the centre development
- Based at Belchamps Scout Centre the Guest Services Assistant will directly contribute to ensuring our guests enjoy their stay with us.

Principle accountabilities	% of time spent (non managerial)
Bookings and customer care including looking after customers before and during their visit	40%
Shop sales – uniform and souvenirs and sweets – Vending facilities – Cleaning and presentation of shop	40%
Other duties to support the management team including cold calling of customers and suppliers, researching donations and grants	20%

Other information

The nature of this post requires regular work from 10am to 4pm on a Sunday and 11am – 1pm on a Monday and Tuesday. This is an office based post, with your main place of work being the reception and shop area.

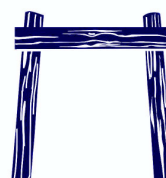
To apply please send a covering letter, an application form (attached), and your CV if you feel it is necessary to The Deputy Manager, Belchamps Scout Activity Centre, Holyoak Lane, Hawkwell, Essex, SS5 4JD. Or email it to Deputymanager@belchamps.co.uk

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Person Specific – Customer Services Apprentice

E = Essential D= Desirable

Knowledge	
<ul style="list-style-type: none"> Working knowledge of Scouting or Guiding 	D
<ul style="list-style-type: none"> Understanding of retail work 	D
<ul style="list-style-type: none"> Good GCSE grades of at least c or above in maths, English language, plus 5 other subjects 	E
Experience	
<ul style="list-style-type: none"> Have been involved in Scouting or Guiding or other youth organisation either as a participant or a volunteer helper 	D
<ul style="list-style-type: none"> Working with volunteers 	D
Skills	
<ul style="list-style-type: none"> Good communication skills 	E
<ul style="list-style-type: none"> Highly computer literate 	E
<ul style="list-style-type: none"> Confident 	E
<ul style="list-style-type: none"> Demonstrate attention to detail 	E
<ul style="list-style-type: none"> Able to work in a team 	E

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Terms and conditions of employment

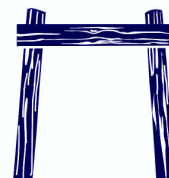
Role reference:	GSA
Start date	TBC
Salary	Voluntary Position
Hours of work	10 hours per week. 10am to 4pm Sunday, 11am to 1pm Monday and Tuesday
Payment of remuneration	Not Applicable
Probationary period	3 months
Benefits	Staff room with the provision of tea and coffee available
Travel and subsistence	Any travel to off site locations will be reimbursed. Meals are available for staff when groups are resident on full catering
Sickness	Not Applicable
Holiday	Not Applicable
Notice	On completion of the probationary period this post requires 1 weeks' notice on either side

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Employment application form

This may be typed or hand written. Please note Curriculum vitae are not accepted as an alternative to this form but may be attached as additional information.

Application for the post of:	Post reference:
------------------------------	-----------------

Section 1 - Personal details

Name	
Address	
Post code	
Telephone number	
Mobile number	
E-mail	

Section 2 – Education and training- Please list all qualifications relevant to your application:
Please detail GCSE and A level subjects

School/college	From	To	Exams taken	Grade

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



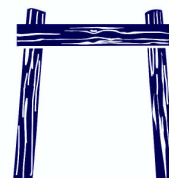
Other relevant qualifications and skills e.g. Activity qualifications, food hygiene, computer competence				

Section 3 - If you have been or are a member of the Scout Movement please give detail below including your membership number if you have one.

--

Section 4 - Please detail your last three employers, starting with current or last

Employer's Name	
Address	
Start date	
End date	



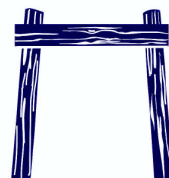
Responsibilities and achievements	
Final salary	
Reason for leaving	
Employer's Name	
Address	
Start date	
End date	
Responsibilities and achievements	
Final salary	
Reason for leaving	
Employer's Name	
Address	
Start date	

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



End date	
Responsibilities and achievements	
Final salary	
Reason for leaving	

Section 5 - Supporting information - Please state why you think you are suitable for this position, giving as much detail as possible with particular attention to the person specific details in the job specification

Section 6 - Please give the names of 2 referees (who should not be related to you) whom we may approach to provide information as to your suitability for this post. One referee should be your most current employer or teacher for those who have not previously worked. References are normally not taken up unless you are selected for interview. We will not contact you further before taking up these references.

Belchamps Scout Activity Centre

Holyoak Lane, Hawkwell, Essex, SS5 4JD

Tel: 01702 562690

Info@belchamps.co.uk www.belchamps.co.uk



Name	Name
Occupation	Occupation
E-mail	E-mail
Telephone	Telephone
Address	Address
Relationship (how known to you, e.g. Manager or tutor)	Relationship (how known to you, e.g. Manager or tutor)

Section 7 - Where did you see this job advertised?

Section 8 - Declaration

I declare that the information provided in my application form is , to the best of my knowledge , true and complete. I understand that if having been offered employment, I have provided misleading or false information, or withheld relevant information from my application form or during interview/s, such any offer of employment may subsequently become void. I also understand that if I have already commenced employment I shall be dismissed without notice. All or parts of the information on this form may be stored on computer files and used for employment purposes. Such use will be subject to the data protection act. 1998.

Signed _____ Date _____

If returning by E-mail please indicate that you have read and understood the above declaration by crossing this box

Please send this application form, to the Deputy Centre Manager, Belchamps Scout Centre, Holyoak lane, Hawkwell, Essex, SS5 4JD or e-mail it to deputymanager@belchamps.co.uk

