



County Support Centre Office Assistant Applicant Pack

Join our team

Our People...

As we grow and transform ourselves, we want to be joined by people who are committed to growing themselves. As a member of our team you will demonstrate a spirit of “I can do...” through

- feeling *empowered* and not waiting to be asked,
- being *restless* in your desire to help us change,
- having the *energy* to deliver for our customers,
- *inspiring* all members of Scouting in Hertfordshire.

No matter where you work within the team, you will be part of delivering a great experience to a diverse range of young people, in line with the Scouting ethos.

In return, we offer a unique working environment - where no day is the same, the chance to develop personal skills and gain formal qualifications, as well as a competitive benefits package.

County Support Centre...

Hertfordshire Scouts takes pride in delivering a diverse range of activities for all our members. The County Support Centre is there to offer a true support service for our leadership, giving access to the resources and information they need:

- To grow Scouting
- To develop their skills
- To deliver amazing programme

Your role...

As Office Assistant, this is your chance to shine, as the friendly face of the Support Centre. You will be the key point of contact for our leaders in their interaction with the Support Centre, whether it be face to face, by e-mail or on the ‘phone, helping to answer or direct their queries and ensure their needs are met.

You will work with our County Team, to support and ensure that every customer interaction has a positive result and make a key contribution to the delivery of our growth. Through your personal presentation and approach you will be a positive role model for the leaders and young people we work with and inspire them to do their very best.

How to apply...

E-mail Mark.Jefferson@Hertfordshirescouts.org.uk and request an application form – submit either by e-mail or post. Interviews will be held by mutual agreement.

Learn more about Hertfordshire Scouts visit: Hertfordshirescouts.org.uk

Hertfordshire County Scout Council

County Headquarters: Well End Activity Centre, Well End Road, Borehamwood, Hertfordshire WD6 5PR
Tel: 020 8236 0040 e-mail: admin@hertfordshirescouts.org.uk www.hertfordshirescouts.org.uk
County Commissioner: **Liz Walker** County President: **Robert Voss CBE** County Chairman: **Michael Shurety**
Charity No: 302606 Scottish Charity No: 39650 VAT registration No: 761 4558 19

Job description

Responsible to: Centre Manager

Responsible for: Self

Internal Contacts: County Team, Leaders, Centre Staff and Volunteers.

External Contacts: Members of the public enquiring about Hertfordshire Scouts, public bodies and relevant organisations that support Scouting in Hertfordshire.

Job summary: As Office Assistant, this is your chance to shine, as the friendly face of the Support Centre. You will be the key point of contact for our leaders in their interaction with the Support Centre, whether it be face to face, by e-mail or on the 'phone, helping to answer or direct their queries and ensure their needs are met.

Main tasks: You will provide effective administrative support for leaders in their interactions with the Scout County. This will include training, centre and event bookings and management of the County diary.

Act as a point of contact for enquiries and seek to personally resolve them or identify appropriate assistance for them.

Pro-actively use our systems to manage the booking process from enquiry, through to delivery.

All team members: Refrain from acting in a manner that in any way endangers you, fellow employees, volunteers, customers or the public.

Avoid any behaviour that discriminates against your fellow employees or potential employees on the grounds of their gender, sexual orientation, marital status, race, religion or belief, creed, colour, nationality, age, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to Hertfordshire County Scout Council, its staff, volunteers and clients.

Behave in a manner that ensures the security of Hertfordshire County Scout Council property and resources and abide by all relevant Hertfordshire County Scout Council policies and procedures, as well as Scout Association policies and procedures.

This list of duties and responsibilities is by no means exhaustive and the post holder may be required to undertake other relevant and appropriate duties as required.

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Person Specification

Competencies

When dealing with our customers, we are looking for someone who can:

- Enhancing the customer experience, able to anticipate customer needs and meet them, proactively offers services
- Promote Hertfordshire Scouting, able to competently and confidently deal with enquiries, book training, centres and events following the defined process and allocate resources effectively
- Problem solving, resolve issues that may arise, demonstrating a professional and empathetic approach

Whilst working as part of our team, we are looking for someone who will:

- Manage self, have an excellent attendance record, be aware of rotas and bookings and in the right place at the right time
- Show respect for others, be considerate to other staff and volunteers, maintain shared facilities to a high standard
- Work well as part of the team, being seen to be a team player by all, effectively communicate

When delivering activities, we are looking for someone who:

- Has an empathy for and understanding of outdoor activities

When supporting our facilities team, we are looking for someone who will:

- Record and report faults, ensuring those requiring immediate attention are resolved

Cares for our assets by demonstrating:

- Good numeracy
- Competent use of our financial and booking systems
- Effective booking and control of specified County resources

Demonstrates a commitment to ongoing learning through:

- Holding applicable qualifications and completing in-house training
- Commitment to continuous learning

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Person Specification

Experience

- Have previous experience of working in the voluntary sector (D)
- Have a proven record of being customer focused (D)

Expertise

- Have a basic level of numeracy and attention to detail (E)
- Able to manage self and workload in a busy environment (D)
- Represent Scouting and the County to a wide variety of clients and users (E)

Skills and attributes

- Are able to work the agreed hours required by the job (E)
- Are able to communicate effectively both orally and in writing (E)
- Hold a current driving licence (D)
- Are I.T. literate especially in Office applications (E)
- Willing to attain a suitable First Aid qualification (E)

Qualities and values

- Understanding, acceptance and demonstration of fundamental values of Scouting (E)
- Are a team player (E)
- Are committed to continuing professional and personal development (E)
- Enjoy working with people from all ages and backgrounds (E)
- Are prepared to wear County uniform (E)

E = Essential

HD = Highly Desirable

D = Desirable

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Benefits & Rewards

Duration of contract:	Permanent Contract
Pay:	Up to £9.54 per hour at 21 years, dependent upon relevant experience.
Accommodation:	No accommodation is provided with this post.
Meals:	Subsidised catering available for all staff with 3 meals for £4 per day. Tea & Coffee available free of charge.
Hours:	The hours of work are Monday to Friday, 9.30am – 2.30pm, term time, with an element of flexibility expected at peak times in the County diary. It is expected that you will average 20 hours per working week (1040 hours in total) over a working year (1 Jan to 31 December).
Holidays:	You will be entitled to 1 days paid holiday per 13 days worked, fractions of this will be paid pro-rata.
Place of work:	Your normal place of work will be Phasels Wood Activity Centre, Rucklers Lane, Kings Langley, Herts WD4 9NA, but you may be required to work at other sites under the control of Hertfordshire County Scout Council.

The appointment is subject to the satisfactory completion of an enhanced DBS check and appropriate references.

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