

	<b>Gasóga na hÉireann / Scouting Ireland</b>			
	<b>No.:</b>	<b>Issued:</b>	<b>Amended:</b>	<b>Next Review Date:</b>
	<b>CSD-TOR-05</b>	<b>16th December 2019</b>	<b>14<sup>th</sup> August 2020</b>	<b>31<sup>st</sup> August 2021</b>
	<b>Category: Project Team – Terms of Reference</b>			
	<b>Corporate Services Department : National Scout Centre’s Campsite Team (Larch Hill, Lough Dan and Castle Saunderson)</b>			
Related Documents:				
<b>Revision</b>	<b>Date</b>	<b>Description</b>		
1	16th Dec 2019	Document Issued		
2	14 <sup>th</sup> Aug 2020	Minor Updates		

## Description

The ‘*National Scout Centre’s Campsites Team*’ will be a project team that provides local service to a National Scout Centre, Lough Dan, Larch Hill and Castle Saunderson within the Corporate Services Department. Individuals can apply through an open call. A Project Lead will be nominated within the team with the appointment being approved by the Core Team. The Project Team Lead will lead the project team. Weekend Team Leads/Patrols Leaders will be established from within the team upon the recommendation of the Project Team Lead these appointments will be approved by the Core Team or their delegate.

## Duration of Term

**Project Team duration:** 12 months

**Commencing:** 1st January 2021

**Termination:** 31<sup>st</sup> December 2021

There will be annual open calls for this team, with the open call for 2022 planned for August 2021.

## Aims of the Team

The ‘National Scout Centre’s Campsite Teams (Larch Hill, Lough Dan and Castle Saunderson)’ aims are as follows:

- To support or assist any group/customer that may require it.
- To provide excellent customer service to each person that arrives on site.
- Provide volunteers staff, led by a Weekend Team Lead/Patrol Leader to support the running of the National Scout Centres
- To complete assigned duties, examples seen in Appendix A, over the relevant weekend.
- To manage payments efficiently and correctly through Cinolla, ensuring all payments have been made by groups before departing.

- To support the centre staff in the weekly operations of the centre making certain that the customer is at the forefront.
- To adhere to relevant standard operating procedures and risk assessments where relevant and advised.
- Adhere to Health and Safety regulations and report all accidents and incidents to the National Scout Centres' Manager
- Support catering operations as necessary

## Accountability

All persons on the 'National Scout Centre's Campsites Teams' will be accountable to the Core Team and department manager or their delegate, through the Project Team Lead.

All members of the team must adhere to the Project Team Code of Conduct and will receive a Letter of Appointment.

National Scout Centres' Manager or their delegate will administer the budget and monitoring spending associated with this team.

## Reviews

Reviews will be conducted every six months (at a minimum) of the project team by Project Team Lead in conjunction with the National Scout Centres' Manager and submitted to the Core Team for consideration.

An annual report and review should be submitted to the Core Team within 6 weeks of the completion of the 12 month project.

## Assigned Duties

Prior to your arrival, you will receive a handover email from an appropriate staff member at the centre to highlight any requests from groups and additional duties. In addition Cinolla should be checked where a team member (Weekend Team Lead/Patrol Leader) has appropriate access.

- Adhere to all standard operating procedures
- Adhere to Health and Safety Procedures
- Coordinate the logistics of the site
- Manage customer bookings
- Deliver excellent customer service
- Follow the day to day work schedule prepared by the relevant support team member (e.g.: Operation Supervisor/Centre Manager)

A sample of regular weekend duties is presented in detail in Appendix A. Each centre will have their own variation detailing the duties relevant to the local team and centre.

## Meetings

Representatives of the Project Teams will meet a minimum six times a year with members of the departments support team and the Core Team may attend.

## Additional Information

- All relevant information regarding the running of the centres will be communicated from the Centre Manager/Supervisor in as timely a manner as possible
- 'National Scout Centre Campsites Team' members can apply to other project teams within the National Centres e.g. Event Project Teams, National Scout Centres Development Team or other project teams as they arise
- Meetings will be conducted via teleconferencing platform and in person as appropriate
- Project roles and team structure will be defined by the Core Team
- All individuals appointed to the project team must be formally approved by the Corporate Services Department Core Team
- The Core Team may request additional duties to be assigned to the Project Team
- The terms of reference can be subject to change by the Core Team
- Reasonable expenses will be reimbursed for expenditure incurred in carrying out these roles
- The Scouting Ireland Financial Handbook must be adhered to
- All individuals appointed will be required to complete and agree to a verification process
- The work of the project team must support Scouting Ireland's Strategy
- The work of the project team must not compromise the companies risk register
- The work of the project team must be in line with good governance

## Training

Training for the 'National Scout Centres Campsites Teams' will be provided and must be attended for all volunteer staff wishing to become a Project Team member. Two training days will be arranged for all individuals to attend and members of the teams will be confirmed on completion of the training, signing of the project team code of conduct and completion of the verification process.

## Measurables

- Maintaining accurate customer information on Cinolla as detailed above
- Ensuring 100% accurate billing and payment collection
- Completing in full the regular specified weekend duties
- Completing weekend report and ensuring it is submitted to relevant person
- Maintain positive feedback through our customer feedback survey
- Maintaining and fulfilling weekend rosters throughout the year

## Appendix A – Sample Weekend Duties<sup>1</sup>

### Day 1

- Arrival on site before 6:30pm, unless prior arrangements are made with professional staff.
- On arrival, ensure reception is tidy and clear of clutter before groups arrive.
- Manage carpark and greet all customers when they arrive into reception, introduce yourself and notify them you are the point of contact (POC). Also find out from each group who the POC is and their departure time and note this on Cinolla in Booking Notes.
- Wet weather shelter (WWS) to be opened unless otherwise advised.
- Notify the groups, payments will be taken between the hours of 6pm – 8pm on Saturday with the exception on pre-paid visits. No payments should be taken on a Sunday with the exception of day visits.
- Liaise and support catering operations (if applicable).
- Where possible, every group that arrives to a National Centre will be shown to their site/accommodation.
  - Where this is not possible i.e. busy weekends or short staff, please provide groups with a map of the site with their site/accommodation clearly marked for them.
- Check and clean all toilets once all staff has arrived for the weekend and majority of groups have checked in.
- Walk the entire site and greet groups and re-introduce yourself to all scouters in groups.
- At 11:30pm, close the gates to the centre. Groups will be made aware of this at time of booking; any exceptions will be notified in handover email. Do not lock the gates in case of emergencies.
- Final Toilet check and cleaning to be done before staff finish.

### Day 2

- Organise the additional worklist that has been emailed to be carried out.
- Check in any groups arriving on this day as above.
- After groups breakfast, typically 10am, clean toilets and shower block.
- Liaise and support catering operations (if applicable).
- Begin assigned additional duties e.g. drains, litter picking, ad hoc requests from groups etc.
- Lunch time - Walk the entire site and check in with leaders to ensure they have no issues/concerns. Where possible, please address these concerns or manage expectations.
- Continue on with assigned work and regular duties.
- After Lunch – check and clean toilets.
- 6pm – 1 person needs to be in reception to collect all payments from groups.
- After dinner - check and clean toilets.
- Down time for the evening but be still available for groups.
- 8pm – Walk around to groups who have not yet paid and give a gentle reminder.
- At 11:30pm, close the gates to the centre.
- Final Toilet check and cleaning to be done before staff finish.

### Day 3

- After groups breakfast, clean toilets and shower block.
- Liaise and support catering operations (if applicable).

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<sup>1</sup> This will vary from each site and will be dependent on how many volunteer staff are volunteering on any particular weekend.

- At 10am, collect laundry from all Indoor Accommodation and begin first wash cycle. This need to be monitored and moved to dryer and 2<sup>nd</sup> wash cycle to be started.
  - Wash Cycle takes 30 mins approx.
  - Dryer Cycle take 1 hour approx. (only put  $\frac{3}{4}$  of wash in dryer at any given time)
- From 10am and the time of your departure, please ensure all wash/dry cycles are been rotated.
- 11am - Bring cleaning supplies to the Indoor Accommodation groups and assist them in general cleaning. Please remove all rubbish from the buildings at this time.
- Before a group departs, refer to Cinolla, please inspect the building with the relevant check list and sign off the inspection.
- Please fill out the weekend report and include the following
  - Note cleaning supplies that need re-stocking.
  - Provide notes on additional duties and an explanation of why this wasn't carried out.
  - Note Incident/Accident Reports.
  - Issues and Actions taken to resolve.
- WWS to be cleaned and locked.
- Before staff depart, please do a final check on the site & toilets, lock all buildings, turn off lights.
- Ensure Volunteer lodge/Accommodation is clean and secure.