



**Job Description**

**Centre Manager**

**Closing date: Friday 24 July 2026 | 12pm**

# Role: Centre Manager

**Location:** Lorne Estate Outdoor Adventure Centre

**Responsible to:** CEO, Girlguiding Ulster

**Direct Reports:** Outdoor Activities Manager, Estate Maintenance Coordinator, Caretaker, Operations Assistant Bookings, Membership and Activities Assistant

**Hours:** 35 hours

**Salary:** £45,000

**Annual Leave:** 10 days statutory holiday, 25 days annual leave plus working days between Christmas and New Year.

**Pension:** Through auto-enrolment Girlguiding Ulster currently contributes 4% of your salary and you contribute 4%.

The Centre Manager will lead, manage, and coordinate the operations and development of Lorne Estate Outdoor Adventure Centre, ensuring it provides an exceptional experience for all customers including, but not limited to Girlguiding members, schools, youth & community groups, and corporate organisations.

They will be responsible for operational excellence, health and safety compliance, financial management, staff leadership, and the delivery of outdoor activities — driving both impact and commercial growth.

The role combines strategic planning, operational delivery, and business development, ensuring Lorne operates efficiently, safely, sustainably, and profitably, while upholding Girlguiding values and high standards of customer service.

## Thank you for your interest in joining our team.

**Lorne Estate Outdoor Adventure Centre** is owned and operated by Girlguiding Ulster. As well as being a well-established residential and outdoor adventure centre based in Hollywood, Co. Down, Lorne is also the headquarters of the charity. Set within 21 acres of woodland, Lorne offers indoor accommodation for up to 90 guests, camping facilities and glamping pods, alongside a wide range of outdoor activities including zip lining, climbing, archery, bushcraft and team-building experiences. The centre welcomes Girlguiding members, schools, youth groups, community organisations and corporate groups, providing opportunities for adventure, learning and memorable shared experiences in a safe and supportive environment.



Girlguiding Ulster is a volunteer-led youth organisation dedicated to enabling girls and young women to develop confidence, build skills, discover their potential and have fun in a safe, supportive environment. Across Northern Ireland, Girlguiding Ulster supports more than 1,500 volunteer leaders and over 6,000 girls, creating opportunities for adventure, friendship, challenge and personal growth.

Behind this is a small, dedicated staff team who provide a wide range of support across the organisation. From supporting volunteers and members, to delivering activities and experiences at Lorne, the team plays an important role in helping Girlguiding Ulster meet the needs of girls and volunteers across Northern Ireland. It is rewarding, varied and fulfilling work, and every team member shares a commitment to creating opportunities for girls and young women to thrive.

We hope this application pack gives you a helpful introduction to Lorne Estate Outdoor Adventure Centre, Girlguiding Ulster and the Centre Manager role. We are delighted that you are considering joining our team and hope you will share our passion for creating exceptional experiences and opportunities for girls and young women across Northern Ireland.

The closing date for applications is Friday 24 July, at 12pm. If you would like any further information, please don't hesitate to get in touch.

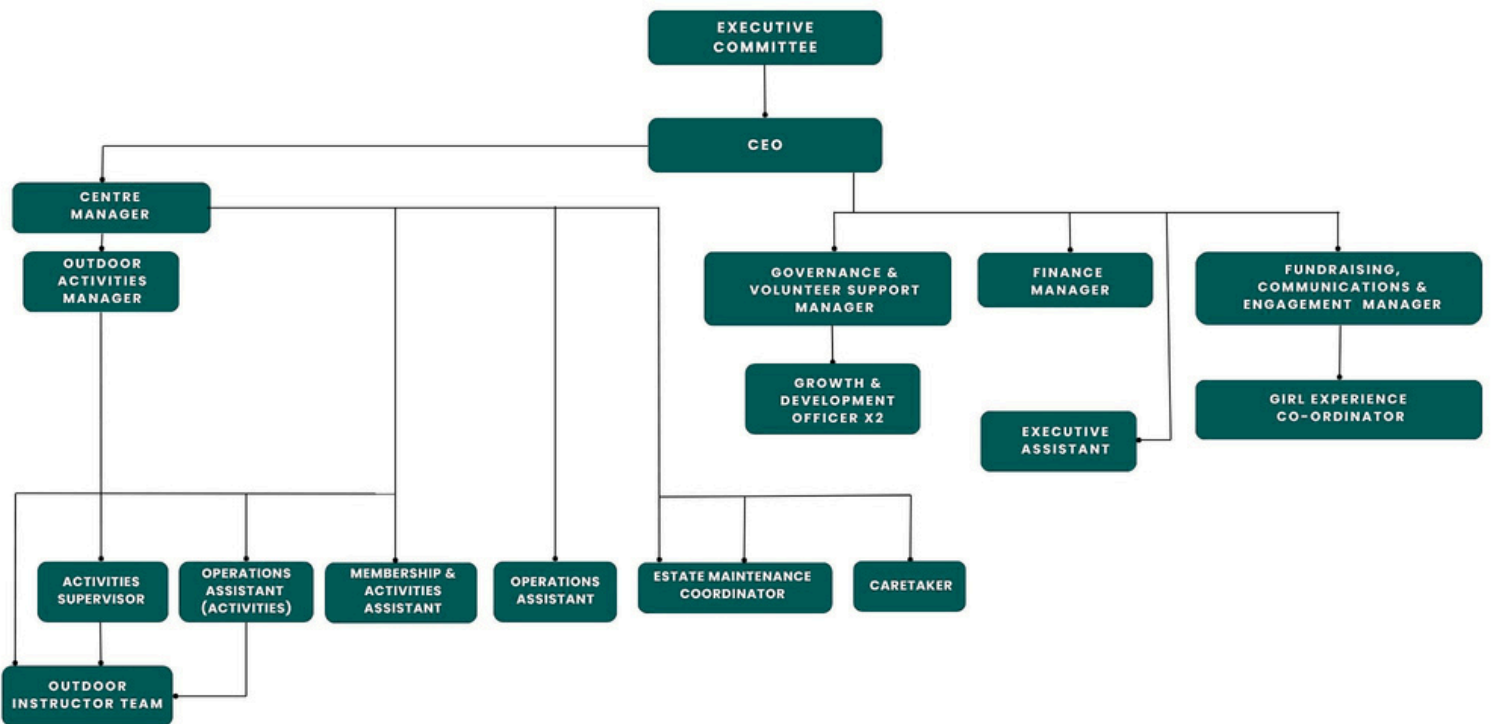
A handwritten signature in black ink, appearing to read 'C. Rivers'.

CEO, Girlguiding Ulster

# Our Structure

**Girlguiding Ulster & Lorne Estate Outdoor Adventure Centre is overseen by Executive Committee, who are a Trustee Board of volunteers representing each County led by our Chief Commissioner and Deputy Chief Commissioner.**

The CEO is responsible for the team of staff ensuring that the work they do follows the direction of the trustees.



## At Girlguiding Ulster, our values have been designed to support the achievement of our strategic objectives.

Our values were shaped by employee feedback and reflect the behaviours, attitudes and ways of working that support success across Girlguiding Ulster.

They set out the culture, expectations and shared commitment that underpin how we work together and deliver impact for girls and young women.



## Environmental, Social and Governance (ESG) principles are at the heart of our organisation.



### Environmental

Girlguiding Ulster seeks to create a culture in which environmental considerations are implemented into all decisions and activities.

### Social

We are committed to the on-going well-being of our members, volunteers and staff.

### Governance

Good governance by our trustees means we act in the best interests of the organisation ensuring it's future sustainability.

## Strategic and Operational Leadership

- Lead and oversee all operational areas of Lorne including activities, accommodation, catering, cleaning, maintenance, Lorne Estate Outdoor Adventure Centre events, and administration.
- Work with the GGU CEO to develop and implement a strategic business plan for Lorne Estate Outdoor Adventure Centre aligned to GGU Values.
- Develop and implement policies and procedures, operational plans, and best practices to ensure effective and efficient service delivery.
- Ensure all operations comply with legal, regulatory, and Girlguiding policies (including Health and Safety, Safeguarding, Learning Outside the Classroom, and Environmental Sustainability).
- Manage and update the Lorne risk register, identifying and mitigating operational risks.

## Financial and Commercial Management

- Monitor income and expenditure, ensuring efficient use of resources, value for money and financial sustainability.
- Drive income-generating activities through proactive marketing, in partnership with an external agency to encourage increased customer bookings.
- Develop and pilot new events, seasonal and residential programmes to increase revenue.
- Review financial performance data to inform the Lorne Estate Outdoor Adventure Centre pricing review on an annual basis, business decisions and improve profitability.
- Contribute to annual budget planning, forecasting, and financial reporting.

## Programme and Service Delivery

- Ensure all customers receive a high-quality, safe, and enjoyable experience from enquiry to departure in order to maximise repeat business.
- Lead continuous improvement in customer experience through regular review of feedback, incident reports, and data analysis.
- Responsible for the management of contracted services that support Lorne Estate Outdoor Activity Centre delivery, including but not limited to, Catering & Cleaning services.

## People Management and Development

- Assess Centre staffing requirements on an ongoing basis, to ensure appropriate capacity to cater for increasing customer bookings.
- Prepare staffing proposals for the Trustee Board and CEO which reflect budgetary constraints.
- Recruit, train, develop, coach and monitor staff to achieve high performance standards.
- Lead, motivate, and manage the Lorne Estate Outdoor Activity Centre staff team across activities, bookings & administration. This includes monthly team staff meetings.
- Facilitate coordination and communication across the Lorne Estate Outdoor Activity Centre Staff team to ensure efficient operations and effective communication.
- Manage Rota's, in conjunction with the Outdoor Activities Manager to ensure adequate cover, including evenings and weekends.
- Conduct 6 monthly performance development reviews, provide feedback, and foster a positive and inclusive working culture.
- Promote professional development and ensure qualifications are maintained for activity and operational staff.
- Delegate tasks and responsibilities to relevant staff to support efficient & effective operational delivery.
- To work in conjunction with the Outdoor Activities Manager on activity matters.

## Communications and Stakeholder Engagement

- To be responsible for IT/ Communications systems, including Cyber Security, working alongside external providers.
- Maintain effective communication with GGU CEO, Executive Committee, staff and volunteers, including provision of support around emailing systems & equipment.
- Work collaboratively with Girlguiding Ulster Executive Committee, Girlguiding members and external partners to promote the centre's vision and programmes.
- Work alongside external agencies to ensure consistent, high-quality marketing materials and customer communications.
- Build and sustain positive relationships with Girlguiding members, youth & community groups, schools, and corporate clients to increase centre awareness and generate business.

## Property, Facilities and Health & Safety

- To act as a key holder for Lorne Estate Outdoor Adventure Centre ensuring that buildings are alarmed and to participate in the on-call system for emergencies. To liaise with appropriate alarm providers and security companies.
- Ensure compliance with relevant inspections, insurance, and statutory requirements.
- Take lead responsibility for Health and Safety, ensuring all staff risk assessments, and emergency procedures are current and effectively implemented.
- Liaise with the GGU Health and Safety Lead volunteer and attend quarterly meetings with them.
- Take lead responsibility for incident/accident investigations, completing detailed reports, maintaining records and ensuring corrective actions and lessons learned are implemented.
- Work alongside the CEO to report and prioritise repairs and maintenance required in relation to, equipment and facilities.
- Promote sustainable operations and environmental best practices.

## Other

- To be available for evening and weekend work as most guest bookings and events take place outside of normal working hours.
- Encourage high standards in work, dress and conduct by own example.
- To carry out any other duties that may be required and/or as requested by the CEO.
- Attend weekly Senior Management Team meetings.

# Person Specification

Factor	Essential	Desirable	Method of Assessment
Education and qualifications	<ul style="list-style-type: none"> <li>• First aid at Work Level 3 or equivalent</li> <li>• Willingness to undertake and develop personal qualifications as required</li> <li>• Recognised Safeguarding Children Certification</li> <li>• Full driving licence.</li> <li>• Ability and willingness to undertake AccessNI</li> </ul>	<ul style="list-style-type: none"> <li>• Rock Climbing Instructor Award</li> <li>• PPE Inspector competency certification</li> </ul>	Checking original certification
Experience	<ul style="list-style-type: none"> <li>• Minimum 5 years' experience in a similar facility with complex operational demands</li> <li>• Strong experience in property management, facilities &amp; grounds, including maintenance schedules</li> <li>• Demonstrable experience in developing and implementing a strategic plan</li> <li>• Demonstrable experience in developing and implementing policies and procedures</li> <li>• Demonstrable experience in developing operational plans, delivering against these efficiently &amp; effectively and in compliance with regulations</li> <li>• Experience managing risk, completing incident reporting, and leading on health &amp; safety implementation</li> <li>• Experience coordinating with contractors or external service providers</li> <li>• Experience working collaboratively within charitable, volunteer-led, or membership-based organisations</li> <li>• Minimum 2 years' experience effectively managing organisation budget of £250,000, financial planning and reporting</li> <li>• Proven experience in managing staff teams, including recruitment, supervision, performance management, and rota planning</li> <li>• Minimum 5 years' experience as an Activity Instructor</li> <li>• Experience of online booking platforms and/or databases</li> <li>• Proven experience of handling confidential data appropriately</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an educational environment</li> <li>• Experience of managing a property with list elements on site</li> </ul>	Through appropriate questions and answers at interview. Verified by references.

# Person Specification

Factor	Essential	Desirable	Method of Assessment
Skills & abilities	<ul style="list-style-type: none"> <li>• Strong leadership and people-management skills, with the ability to motivate, coach, and develop staff teams</li> <li>• Excellent interpersonal and communication skills, including the ability to engage effectively with staff, volunteers, customers, trustees, and partners</li> <li>• Ability to plan strategically, set operational priorities, and manage multiple workstreams simultaneously</li> <li>• Strong organisational and administrative skills, including reporting, data analysis, scheduling, and record-keeping. Ability to interpret financial information and contribute to budget planning, forecasting, and performance monitoring</li> <li>• Ability to problem-solve, make sound decisions under pressure, and manage incidents calmly and effectively</li> <li>• Competence with IT systems (email, Office/Google tools, booking systems, finance administration)</li> <li>• Ability to maintain professional boundaries and uphold Girlguiding values at all times</li> <li>• Ability to work flexibly to meet operational needs, including evenings, weekends, and occasional on-call duties</li> <li>• Work on own initiative, organising own time/workload to meet deadlines</li> <li>• Balance administrative demands and deadlines with a customer facing operational role</li> <li>• Take charge in an emergency, keep calm and respond authoritatively</li> <li>• Manage stakeholder relationships and provide high levels of customer service</li> <li>• Demonstrate a flexible approach to change, innovation and progress in the work environment</li> <li>• Demonstrate high standards of accuracy and attention to detail in all work</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to confidently speak in public</li> <li>• Ability to work under pressure</li> <li>• Demonstrate a professional, confident and compassionate approach to work</li> </ul>	<p>Through appropriate questions and answers at interview.</p> <p>Verified by references.</p>

# Person Specification

Factor	Essential	Desirable	Method of Assessment
Knowledge of	<ul style="list-style-type: none"> <li>• Knowledge of financial management principles, income generation, and value-for-money service delivery.</li> <li>• Awareness of Learning Outside the Classroom (LOtC) standards, environmental sustainability, and responsible outdoor practice.</li> <li>• Knowledge of safeguarding requirements for working with children and young people.</li> <li>• Understanding of customer-journey principles from enquiry to departure</li> <li>• The principles of data protection and information security</li> </ul>		<p>Through appropriate questions and answers at interview.</p> <p>Verified by references.</p>
Committed to	<ul style="list-style-type: none"> <li>• Demonstrating commitment to Girlguiding Ulster vision and values and able to demonstrate and model these values in all aspects of work</li> <li>• Joint working to achieve the overall aims of Lorne Outdoor Adventure Centre and Girlguiding Ulster</li> <li>• Self-motivated with a passion for working with staff &amp; volunteers and a desire to develop high quality standards and working practices</li> <li>• Strong positive focus on customer experience</li> <li>• Flexible attitude to working patterns and workload</li> <li>• Being conscientious, reliable and hardworking</li> <li>• Being open minded and able to embrace change</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting Girlguiding Ulster and our services at all times</li> <li>• Willingness to learn new skills and undertake further training related to role</li> </ul>	<p>Via application form and verified by references.</p> <p>Through appropriate questions and answers at interview.</p>
Additional requirements	<ul style="list-style-type: none"> <li>• Weekend and evening working as required</li> </ul>		

## Contract Type

This is a permanent post for 35 hours per week. The post holder will be required to work evenings and weekends. Occasionally, the post holder may be required to work additional hours, for which time off in lieu (TOIL) will be provided. Overtime is not payable.

## Location

This role is based on-site at Lorne Estate Outdoor Adventure Centre, 30 Station Road, Holywood, BT18 0BP.

## Holiday Entitlement

The post holder will be entitled to 25 days' annual leave, plus public holidays. Girlguiding Ulster's offices close between Christmas and New Year. These additional closure days are provided in addition to annual leave entitlement

## Pension

Girlguiding Ulster operates a Workplace Pension Scheme. Eligible employees will be automatically enrolled after three months' service. Employee contributions are 4%, matched by an employer contribution of 4%.

## Pre-employment checks

The successful candidate will be required to complete a range of pre-employment checks as part of the appointment process.

- **Access NI and safeguarding**

All Girlguiding Ulster staff roles involve regulated activity on a frequent basis and therefore require an enhanced Access NI check. As Girlguiding Ulster is based at Lorne Estate Outdoor Adventure Centre, all staff may, at times, have the opportunity to be left unsupervised with children and young people. Outdoor activity staff are directly involved in the instruction and supervision of children and young people, while other staff may also undertake supervisory responsibilities as part of their role. Safeguarding and GDPR training is provided to all employees on appointment.

- **Occupational health**

Following a successful appointment, the postholder will be required to complete a confidential occupational health questionnaire. This enables Girlguiding Ulster to consider any reasonable adjustments that may be required to support the individual in carrying out the role, where appropriate.

## **Life Assurance**

Life assurance cover is provided from the date of joining under a separate policy.

## **Flexible Working**

Girlguiding Ulster is committed to supporting employees to achieve a positive work-life balance and offers flexible working arrangements where appropriate.

## **Girlguiding or Other Volunteer Leave**

We encourage our employees to play an active role in their communities. Employees may take up to five days' leave per year to volunteer with Girlguiding Ulster, or up to three working days per calendar year to volunteer with a registered charity of their choice.

## **Employee Assistance Programme (EAP)**

Girlguiding Ulster provides access to a free, confidential and independent Employee Assistance Programme (EAP), available to employees and their immediate family members 24 hours a day, seven days a week. The service offers practical information, guidance and support, as well as access to up to eight counselling sessions where appropriate.

## **Car Parking**

Free on-site parking is available for employees at Lorne Estate while at work.

## **Uniform**

All staff are provided with a uniform and may choose from a range of style options.

**Please send your C.V to [claire@girlguidingulster.org.uk](mailto:claire@girlguidingulster.org.uk).** Ensure your C.V demonstrates what makes you suitable for the role. Please also include a covering letter which states the role you are applying for, and how you meet the essential criteria.

A diverse workforce is important to us and therefore we request that you complete our Equality Monitoring Form which you can find [here](#).

The closing date is **Friday 24 July 2026 at 12pm**. We ask that you make your submission as soon as possible as we reserve the right to close vacancies at any time, when we have received sufficient applications.

Interviews will be held week commencing 27 July 2026, in-person, at Lorne Estate Outdoor Adventure Centre, 30 Station Road, Holywood, BT18 0BP.

Unfortunately, we are unable to give feedback to candidates not shortlisted for interviews. We do provide verbal feedback upon request to candidates interviewed.

Girlguiding Ulster values the differences that a diverse workforce brings and is committed to inclusivity, and to employing and supporting a diverse workforce. While Girlguiding's young members may be women only, our staff team is mixed gender. We welcome applicants from all backgrounds.

Please contact **Claire Flowers, CEO** if you need any further information:  
[claire@girlguidingulster.org.uk](mailto:claire@girlguidingulster.org.uk)