

An aerial photograph of the Lorne Estate Outdoor Adventure Centre. The image shows a large, green, hilly landscape with a dense forest of trees. In the foreground, there are several buildings, including a large, light-colored building with a chimney, and a smaller building with a blue roof. A paved path leads through the center of the estate. In the background, the sea is visible under a cloudy sky.

Job Description

Activities Supervisor & Operations Assistant (maternity cover)

Closing date: Monday 5 October 2026 | 12pm

Role: Activities Supervisor & Operations Assistant

Location: Lorne Estate Outdoor Adventure Centre

Responsible to: Outdoor Activities Manager

Hours: 35 hours | Maternity cover for 9 months

Salary: £26,500 pro rata

Annual Leave: 10 days statutory holiday, 20 days annual leave plus working days between Christmas and New Year (pro rata)

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

Purpose of the job

To assist the Outdoor Activities Manager in overseeing the activity instructors team to ensure the safe delivery of high-quality fun activities that meet the needs of our customers.

To provide administrative & customer service support for Lorne Estate Outdoor Adventure Centre.



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.

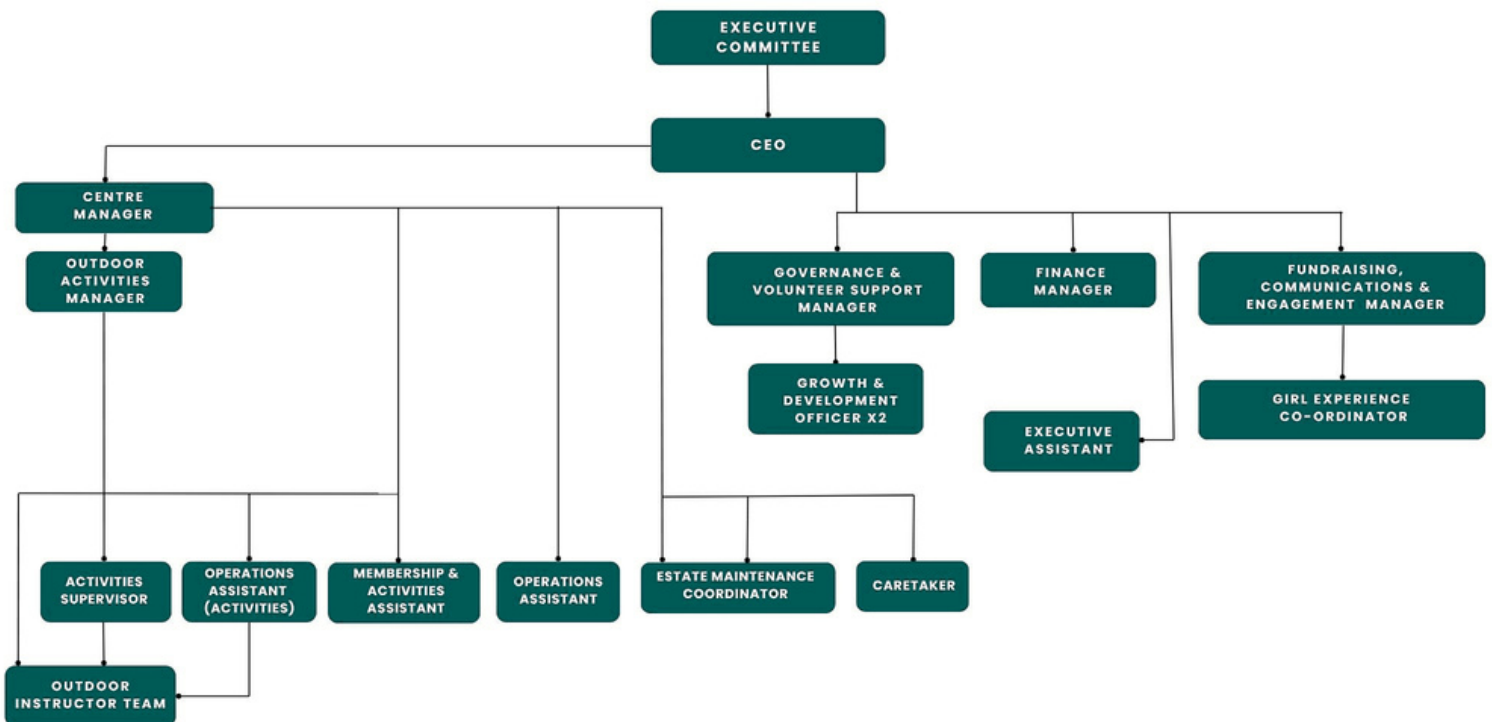


CEO, Girlguiding Ulster

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.

Customer Service

- To ensure that all who contact and/or use the facilities of Lorne Estate Outdoor Adventure
- Centre & Girlguiding Ulster are provided with a personal “customer focused” service
- To deal with telephone and email enquiries, respond appropriately and ensure follow up when necessary.
- To deal with any queries/complaints from any customers staying at Lorne
- To provide ‘Welcome Talks’ to all groups booked into accommodation at Lorne – ensuring fire procedure information is covered.
- To facilitate customer site visits, as and when required.
- Promote Lorne in a positive manner to maximise potential business and enhance repeat bookings.

Bookings & Administration

- To effectively operate the computerised booking system.
- To ensure administration for each booking is handled efficiently and effectively.
- To discuss activity requirements with customers and create an activity outline, ensuring this information is correctly uploaded to the booking system for staffing purposes.
- To ensure medical forms are collected for each customer, stored and disposed of appropriately

Delivery of Activities

- To assist with ensuring activity equipment is maintained and inspected at appropriate intervals and that this is recorded on the appropriate online system.
- To develop new outdoor programmes, holiday schemes and activities in consultation with the Outdoor Activities Manager and Centre Manager
- To check in and out groups booked into accommodation/activities at Lorne and ensure fire procedure information is covered.
- To take action if any situations arise through on-site activities by providing emergency cover via 2-way radio during all activity sessions on site.
- To work with other Operations team members to ensure core tasks are undertaken effectively. Eg. Meeting customer needs by ensuring rooms are set up appropriately.

Centre

- To be responsible for checking that all buildings are correctly locked and alarmed before leaving Lorne Estate and liaise with the alarm company & resolve any alarm malfunctions.
- To promote Lorne effectively with new and existing customers with the aim of maximising bookings.
- To work with other Operations team members to ensure core tasks are undertaken effectively e.g room set up and inventories.
- To assist in setting up outdoor spaces for activities, camps, and seasonal events (e.g. tents, shelters, signage).

Training & Supervision

- To assist with the planning, co-ordination and delivery of training sessions in-line with agreed objectives and consistent with industry standards.
- To maintain personal instructing skills and instruct customers of all ages in a range of Lorne Activities.
- To undertake 1st aid training as part of this role.
- To undertake relevant training as requested and other duties as required which are compatible with this role.
- To supervise the activity instructors in their day to day work, regularly monitor their performance, propose opportunities for development, address any issues that may arise and escalate these as necessary.
- To train, monitor & conduct internal assessments of activity instructors.

Other

- To assist in the Girlguiding shop, when necessary.
- 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 management.

This Job Description is an outline of the post as it is currently perceived and may be subject to review as a result of a changing and developing organisation.

Person Specification

Criteria – Skills	Essential or Desirable
Excellent computer skills including good knowledge of MS office and the ability to learn new software and technology.	Essential
Excellent interpersonal skills, with the ability to communicate clearly and constructively with others and work as a team.	Essential
Ability to manage and prioritise own workload, highlighting conflicting deadlines as they arise.	Essential
The ability to train staff.	Essential
Ability to work as a team player and to ensure effective internal consultation.	Essential
Ability to work accurately and to pay close attention to detail.	Essential
Ability to provide new outdoor programme ideas.	Desirable
Criteria - Qualifications	
Qualification (NGBs) or relevant experience in at least 2 of the activities available at Lorne Estate.	Essential
1st Aid Qualification.	Desirable
ERCA Instructor Qualification.	Desirable
PPE Inspection Qualification.	Desirable
Criteria – Experience	
2 years working as an Outdoor Activity Instructor.	Essential
Experience of supervising staff.	Desirable
Experience of working with a variety of groups including youth organisations, schools etc.	Essential
Criteria – Knowledge	
Knowledge of a broad range of activities and their delivery.	Essential
Knowledge of Outdoor Education philosophy and ethos.	Essential
Knowledge of Girlguiding and an interest in the development of girls and young women.	Desirable

Contract Type

This is a maternity cover post, for 35 hours per week, for 9 months. 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 20 days' annual leave, pro rata, 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.

- **Health Questionnaire**

Following a successful appointment, the postholder will be required to complete a confidential 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. 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 **Monday 5 October 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.

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