# Training Centre Warden

Job Description and Person Specification

## Role Summary

The Training Centre Warden is responsible for the safe, welcoming and effective day-to-day operation of the Boys' Brigade Training and Activity Centre. The post holder will manage the site, support visiting groups, maintain high standards of health, safety, safeguarding, housekeeping and customer care, and help ensure the Centre remains well used, financially sustainable and aligned with the Christian ethos and values of The Boys' Brigade.

## Key Role Details

| Organisation | The Boys' Brigade Northwest District Training and Activity Centre |
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| **Location** | Carr Lane, Treales, Preston, PR4 3SS |
| **Job title** | Training Centre Warden |
| **Responsible to** | The Chairman of Trustees and the Chairman of the Centre Management Committee |
| **Working pattern** | Flexible working pattern, including evenings, weekends and occasional emergency response as required |
| **Job share** | Applications on a job-share basis will be considered. |
| **Residential requirement** | A self-contained flat is provided as part of the role. The successful candidate will be expected to live on site to support the safe, secure and effective operation of the Centre, including responding to operational needs and occasional emergencies. |

## Main Purpose of the Role

To provide practical leadership and hands-on management of the Training Centre, ensuring it is safe, clean, secure, well maintained and ready for use by young people, leaders, volunteers, churches, community groups and other visitors. The Warden will act as the main operational point of contact for the Centre, delivering excellent guest service while maintaining robust records, compliance standards and communication with Trustees and the Centre Management Committee.

## Key Responsibilities

### 1. Centre Operations and Guest Experience

- Manage the day-to-day running of the Centre in a professional, organised and friendly manner.

- Prepare the Centre for bookings, including accommodation, meeting spaces, activity areas, catering facilities, equipment and outdoor areas.
- Welcome groups on arrival, provide site information and ensure users understand relevant health, safety, safeguarding and security arrangements.
- Respond to enquiries by phone, email, online system or in person promptly and courteously.
- Promote a high-quality visitor experience and maintain systems for gathering, recording and reviewing customer feedback.
- Act as an ambassador for the Centre and The Boys' Brigade Northwest District.

## 2. Health, Safety, Safeguarding and Compliance

- Ensure the Centre is operated safely for guests, young people, volunteers, contractors, employees, visitors and the Warden.
- Maintain accurate records for accidents, incidents, inspections, risk assessments, first aid equipment, fire safety, COSHH, electrical safety, legionella, asbestos, manual handling, working at height and other relevant checks.
- Ensure statutory and Centre-required checks are completed and documented within agreed timescales.
- Follow and promote The Boys' Brigade safeguarding policies and report concerns immediately through the appropriate channels.
- Maintain an Enhanced DBS check and complete safeguarding, first aid, health and safety, food hygiene and other training required for the role.
- Provide regular reports to the Centre Management Committee and Trustees on health, safety, safeguarding and compliance matters.

## 3. Site Maintenance, Housekeeping and Security

- Keep buildings, grounds, equipment, furniture, stores and outdoor areas clean, safe, secure and presentable.
- Carry out minor maintenance and practical tasks where competent and authorised to do so.
- Identify repair needs, obtain approval where required and coordinate contractors, suppliers or volunteers to complete work safely.
- Maintain records of maintenance, inspections, contractor visits, housekeeping checks and equipment condition.
- Ensure all equipment, furniture, sporting items and supplies are stored safely and securely when not in use.
- Secure buildings, gates and access points and respond appropriately to security concerns or emergencies.

## 4. Bookings, Administration, Promotion and Finance

- Manage the Centre booking system, offline diary and booking records accurately and professionally.
- Handle booking enquiries, arrange site visits, prepare estimates and support groups through the booking process.
- Support appropriate promotion of the Centre through the website, approved social media activity and agreed marketing channels.

- Maintain accurate computer files, records and correspondence in a clear and accessible manner.
- Issue invoices, receipts and financial paperwork in accordance with agreed pricing, purchasing and financial procedures.
- Maintain records of purchases, income, petty cash, invoices, receipts and financial transactions, reporting promptly to the Treasurer, Financial Assistant or relevant committee officer.
- Prepare regular reports on bookings, occupancy, customer feedback, operational issues, future demand and Centre performance.

### 5. Volunteers, Contractors, Events and Team Working

- Organise, brief and supervise volunteers assisting with Centre preparation, events, maintenance, housekeeping and site improvement work.
- Provide appropriate induction and safety information for volunteers, contractors and any designated employees working on site.
- Liaise with nominated activity leaders and District officials to support the smooth running of District events.
- Work positively with Trustees, the Centre Management Committee, Boys' Brigade leaders, volunteers, users and external partners.
- Report conflicting requests or priorities to the Chairman of the Centre Management Committee for direction.

### 6. Catering and Supplies

- Ensure catering and kitchen facilities are maintained in a clean, safe and hygienic condition.
- Plan, prepare and provide catering for occasional Centre and District events, as required and within agreed arrangements.
- Support agreed catering arrangements and ensure relevant food hygiene standards are followed.
- Maintain records for catering activity, purchases, hygiene checks and safety requirements.
- Manage stock levels for cleaning materials, first aid supplies, housekeeping items, catering supplies and operational resources within agreed budgets.

## General Expectations

- Conduct all duties in a courteous, professional, confidential and timely manner.
- Work independently, manage priorities and maintain a healthy work-life balance within the requirements of the role.
- Work flexibly, including evenings, weekends, unsociable hours and emergency response where necessary.
- Be sympathetic to the Christian ethos of The Boys' Brigade and committed to providing a safe and welcoming environment for young people.
- Undertake other reasonable duties consistent with the role and the needs of the Centre.

# Person Specification

| Criteria | Essential | Desirable |
|---|---|---|
| **Qualifications and checks** | Enhanced DBS check; willingness to undertake safeguarding, first aid, health and safety, fire safety, food hygiene and other required training; good literacy, numeracy and record-keeping ability. | Current first aid qualification; food hygiene certificate; health and safety, premises management, hospitality, facilities, youth work or safeguarding training. |
| **Experience** | Experience of managing or supporting a premises, residential centre, activity centre, community building, campsite, hospitality setting or similar environment; experience of customer service, record keeping and working with volunteers, contractors or visiting groups. | Experience of working with young people, churches, charities, uniformed organisations or The Boys' Brigade; experience of bookings, budgets, marketing, events, contractor management or residential site operations. |
| **Knowledge** | Understanding of health and safety, safeguarding, housekeeping, maintenance, security and customer care responsibilities in a public-use or residential setting. | Knowledge of COSHH, fire safety, legionella, asbestos, manual handling, working at height, food hygiene, facility compliance or youth organisation governance. |
| **Skills and abilities** | Excellent communication and interpersonal skills; ability to work independently and under pressure; strong organisation and prioritisation skills; practical problem-solving ability; competent use of email, documents, spreadsheets and booking systems; ability to produce clear reports and maintain accurate records. | Website or social media administration; practical DIY, grounds maintenance or minor repair skills; ability to analyse booking, occupancy or financial information. |
| **Personal qualities** | Friendly, reliable, disciplined, proactive and calm under pressure; professional approach to visitors, volunteers and colleagues; commitment to high standards; sympathetic to the Christian ethos and values of The Boys' Brigade. | Creative and enthusiastic approach to developing the Centre, improving the visitor experience and increasing appropriate use of the facilities. |
| **Other requirements** | Full driving licence and access to transport; ability to undertake practical, manual and outdoor tasks; willingness to work flexibly, including evenings and weekends; willingness and ability to live on site in the self-contained flat provided as part of the role. | Previous catering or event-catering experience; previous residential warden, centre manager, caretaker, premises manager, campsite manager or hospitality management experience. |