National Scout Centres Campsites Team

Terms of Reference for volunteers at Larch Hill, Lough Dan and Castle Saunderson

Document no.	NSC-TOR-02	**Category**	Project Team, Terms of Reference
Issued	9th November 2026	**Department**	Operations; National Scout Centres
Next review	October 2027	**Term**	36 months: February 2027 to January 2030

About the team

The Campsites Team is a group of volunteers who look after the people who stay at the National Scout Centres at Larch Hill, Lough Dan and Castle Saunderson. Our volunteers are the first friendly faces guests meet when they arrive, and they play a big part in making every weekend a great experience for our groups. Volunteers work alongside the centre staff over the weekend, greeting groups, helping them settle in and keeping things running smoothly.

Anyone, over the age of 16, can apply through the open call. Training is provided before you start, and the Core Team approves each volunteer once training and verification are complete.

What We're About

As a member of the National Scout Centres' Campsites Teams (Larch Hill, Lough Dan and Castle Saunderson), our aims are:

- To lend a helping hand to any group or customer who needs it.
- To give every person who arrives on site a warm welcome and excellent customer care.
- To support the running of the National Scout Centres, working together as a team.
- To complete the duties assigned over the relevant weekend.
- To manage payments efficiently and accurately through our booking system, making sure all payments have been made by groups before they depart.
- Working alongside the centre staff, keeping the customer at the forefront of everything we do.
- To follow the relevant standard operating procedures and risk assessments, keeping everyone safe.
- Report any accidents or incidents to the relevant staff members using this FORM
- To support catering operations where needed (this does not apply to all centres).

The Role

Campsite Teams help with:	In return, you'll receive:
• Reception duties • Facilities maintenance • Meet and greet • Traffic coordination • Assisting with campsite operations • Communication • Assisting with project delivery	• The chance to develop skills and knowledge • The chance to meet new friends • Experience for your CV, with references provided • Staff neckerchief and apparel • One camping weekend free • Volunteer Appreciation Awards Day/Night

Support & Accountability

Everyone on the National Scout Centres' Campsites Teams is supported by, and accountable to, the Core Team and the department manager or their delegate.

To keep everyone safe, all members of the team follow the Standard Operating Procedures, Health and Safety Protocols and Risk Assessments on site. These are specific to each site and will be provided to all members on the On-Site Training Day. They are there to protect every member of the team.

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

The National Scout Centres' Manager or their delegate will look after the budget and monitor spend associated with this team.

Reviews

The Centre Manager reviews the team's measurables and achievements at least every six months.

Communication

- Team communications are shared by email.
- The Centre Manager shares updates and information with the team.
- Team meetings are scheduled at times agreed within the team.
- The team meets the Centre Manager at least four times a year. The National Scout Centres' Manager attends at least two of these meetings each year, unless requested. Meetings are held on Microsoft Teams.
- Centre staff give the project team a full handover. The team will complete the weekend report, which is specific to each site. Guidance on how to complete it is given at the on-site training.
- Team members can bring any concerns to the Centre Manager, who will pass them on to the relevant people if necessary.

Training & Support

Training is provided, and all members must attend two days of training.

A member is approved once they have completed the training, signed the project team code of conduct and completed the verification process.

What Success Looks Like:

- Accurate customer information on booking system.
- Accurate billing and payment collection
- Contribution to site projects
- Weekend report completed and submitted to the relevant person
- A positive customer experience
- Overall commitment to the team

Stepping Down

Where responsibilities are consistently unmet, the role will be reviewed, and an individual may be asked to step down following an initial discussion. An individual may also voluntarily step down at any time with reasonable notice to allow an orderly transition.

Additional information

- The Centre Manager will communicate relevant changes to the running of the centres as soon as possible.
- All individuals appointed to the project team must be formally approved by the Core Team.
- Staff and volunteers communicate through Microsoft 365 applications.
- Reasonable expenses incurred in carrying out the role will be reimbursed.
- The Scouting Ireland Financial Handbook must be followed.
- All individuals appointed must complete and agree to a verification process and code of conduct before taking up the role.
- The work of the project team must support National Scout Centres' Strategy.
- The work of the project team must not compromise the company's risk register. This is not a public document, but it can be achieved by following the Standard Operating Procedures, Risk Assessments and other protocols set by each centre. The two-day training for the project team highlights some of the risks to consider.
- The work of the project team must be in line with good governance.

Join Us

Interested? We'd love to hear from you. To apply, please click HERE

Closing Date: Friday, 11th December 2026