



Role description

Activity centre manager

Closing date: 30 September 2026



Role: Activity centre manager



Thank you for your interest in joining the Girlguiding Anglia and Hautbois team.

Girlguiding Anglia is looking for an activity centre manager to lead Hautbois Activity Centre, a much-loved outdoor learning and residential venue tucked on the edge of the Norfolk Broads. It's a place where thousands of young people and adults have made memories over the years, and we're looking for someone who wants to build on that legacy while putting their own stamp on what comes next.

You'll be at the helm of a busy, welcoming centre that brings residential stays, day visits, camping and outdoor activities to guiding groups, schools, youth groups, corporate teams, families and friends. That variety is part of what makes the role so rewarding. No two days look the same, and that's exactly the point.

This is a senior role with real scope and real responsibility. You'll lead a team, set the tone for high standards across the site, manage the practical realities of running a working centre, and help shape its future direction in line with Girlguiding Anglia's values and ambitions. You'll have the chance to think strategically about where the centre goes next while staying hands on with the day to day running that keeps a place like Hautbois thriving.

We're after someone positive, proactive and organised, who leads with warmth as much as with structure. You'll need to be comfortable holding multiple priorities at once, calm under pressure, and genuinely motivated by creating great experiences for the people who come through the centre's doors. If you enjoy variety, thrive on responsibility and want your work to have a visible, lasting impact, this role offers all of that in abundance.

The role is based at Hautbois, right in the Norfolk countryside. Flexible working may be possible where it suits the business, though some evenings and weekends will be part of the job given the nature of a residential site. The centre isn't easily reached by public transport, so a car and full driving licence are essential for commuting and the occasional meeting further afield.

In return, you'll get free parking, office drinks and snacks, a holiday allowance that grows with your length of service, and modern IT and working facilities to support you in the role.

This role might also suit candidates with backgrounds as an activities manager, camp manager, adventure manager, outdoor learning manager or residential centre manager.

Questions about the role or person specification?

Fiona Hunter, our executive manager, would love to hear from you:

fiona.hunter@girlguiding-anglia.org.uk

Our organisational structure



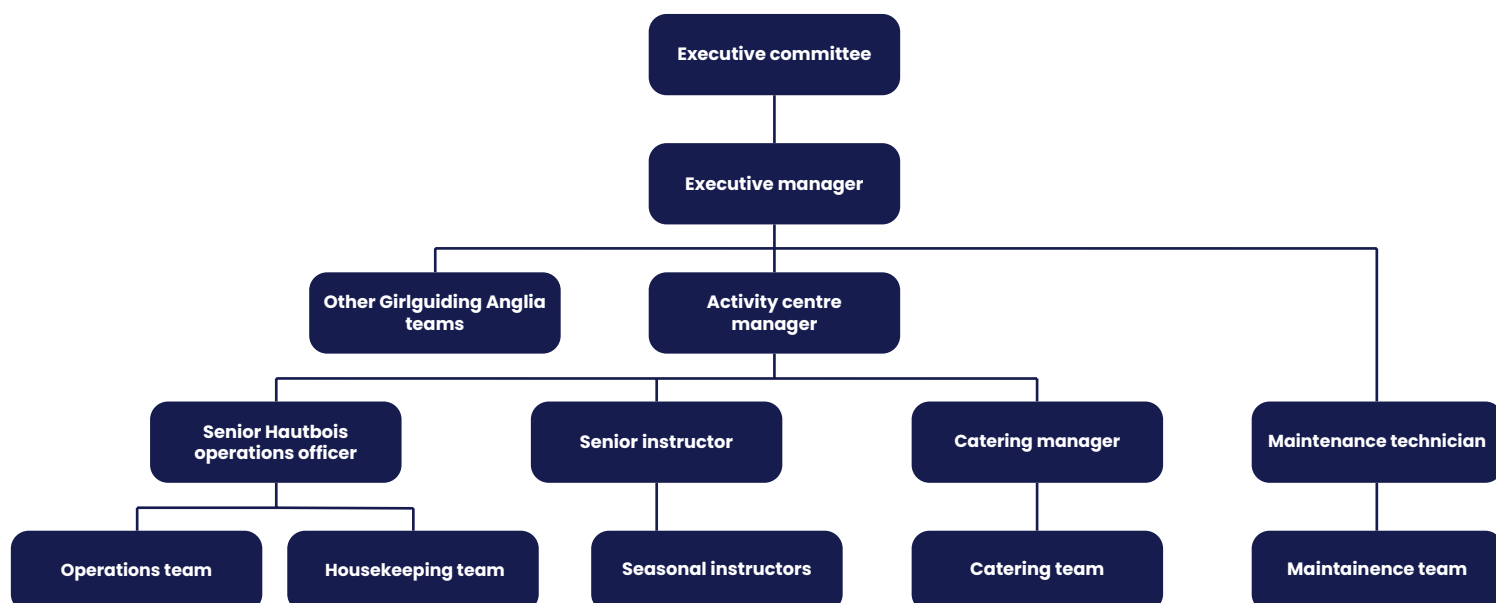
Girlguiding Anglia is fundamentally a volunteer-led organisation. The region is governed by a board of trustees, who are also volunteer members, and is chaired and led day-to-day by the region's chief commissioner, who heads the chief commissioner's team. The executive committee is responsible for the strategic direction of guiding across the region, including Hautbois Activity Centre.

Beneath the executive committee sit a number of committees and volunteer groups covering areas such as membership experience, county representation and young members' voice, including the region's Girls' Advocate Panel. Each of the 12 counties that make up Anglia has its own county commissioner, who feeds local priorities and needs up into regional decision-making, ensuring that strategy stays grounded in what's happening in local guiding.

Supporting all of this volunteer leadership is our employed staff team, based at the region office and the activity centre on the Hautbois estate in Coltishall. The staff team works for and with the region's volunteers and members, delivering the operational, administrative and professional functions that keep the organisation running, from finance and communications to safeguarding and activity centre management. The staff team is led by the executive manager, who reports into the chief commissioner and the board of trustees, ensuring that staff activity is aligned with the priorities set by the executive committee and that trustees are kept informed of operational progress and performance.

In this way, the activity centre manager role sits within a staff structure where day-to-day management of Hautbois is supported by, and accountable to, both the professional staff hierarchy through the executive manager, and ultimately the region's volunteer leadership through the executive committee and board of trustees, who set the strategic framework within which the centre operates.

Hautbois Activity Centre reporting structure



Role description



An overview

Post: Activity centre manager

Responsible to: Executive manager, with accountability to the Hautbois & estates committee

Line management: Executive manager

Location: Hautbois Activity Centre, 5 Gt Hautbois Road, Coltishall, NR12 7JN

Hours: 35hrs per week

Salary: £33,280–£36,400 (dependent on experience)

Contract type: Permanent

This role will require working some weekends and weekday evenings, time off in lieu will be given. Flexible working and occasional working from home may be possible subject to business need.

The ability to drive is essential.

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational needs and changes as they occur. You will also contribute to the wider corporate and organisational needs of Girlguiding Anglia.



Role description



The role's purpose

The activity centre manager is responsible for the effective leadership, strategic development and day-to-day management of Hautbois Activity Centre, ensuring safe, high-quality, welcoming and financially sustainable delivery for guiding and non-guiding visitors. The role provides oversight across activities, bookings, customer service, catering, housekeeping, property and maintenance coordination, budget monitoring and duty cover.

Working closely with the executive manager, deputy executive manager, Hautbois and estates committee, senior Hautbois team members and wider Girlguiding Anglia colleagues, the postholder will develop, review and deliver business plans, action plans, policies, procedures and risk registers that support organisational strategy, environmental and sustainability objectives, regulatory requirements, income generation and strong governance.

The postholder will lead and support permanent and seasonal staff, ensuring appropriate training, qualifications, rotas, operating procedures and standards are in place. They will oversee activity resources, equipment and programme quality to maintain relevant outdoor learning and adventure activity standards and accreditations, including Learning Outside the Classroom, Institute for Outdoor Learning, Adventuremark and other sector or statutory requirements.

The role includes overall operational responsibility for health and safety, risk assessment, accident and incident reporting, emergency response, site security and customer complaints, using feedback and data to inform planning, service improvements and risk management. The postholder will act as a key member of the duty staff team, providing evening, weekend, remote and emergency cover when required.

The activity centre manager will maintain constructive relationships with guests, colleagues, volunteers, contractors, suppliers, the local community and external networks. They will support marketing, communications, partnership development and committee reporting, helping to promote a positive professional image of Hautbois Activity Centre and Girlguiding Anglia.

The postholder will also contribute to the wider work of Girlguiding Anglia by working flexibly, protecting confidentiality and data, complying with best practice, GDPR, financial legislation and organisational policies, and modelling Girlguiding's values of fun, friendship, challenge and adventure.



Person specification



Factor	Essential	Desirable	Method of assessment
Education and qualifications	- Educated to A level or equivalent, or able to demonstrate equivalent knowledge and experience relevant to the role - Willingness to undertake job-specific training as necessary, for example Management and leadership L5, Health and Safety L3 and Designated Safeguarding Officer	- Higher-level qualification in management, business, outdoor learning or a related area - Outdoor activity qualifications such as: UK Paddlesport Coach, Climbing Wall Award or similar	Checking original certification
Experience:	- Effective team management - Working in a customer focused environment - Good communication and interpersonal skills - Recruiting, training & supervising staff, including the management of daily rotas - Microsoft office programmes & the use of databases - Financial management, budgeting and reporting - Effective marketing and PR skills - Project management	- Experience of managing an activity centre or related experience in the charity and/or leisure activity sectors - Effective marketing and PR skills	Via application form and verified by references. Through appropriate questions and answers at interview.
Ability to	- Understand and follow health and safety legislation as it impacts on Hautbois Activity Centre and the Girlguiding estate, taking responsibility for and reasonable care of the health and safety of self and others. - Ensure that Girlguiding Anglia always promotes a positive professional image, evidencing Girlguiding's values at all times. - Keep confidential all matters relating to Girlguiding Anglia in accordance with current legislation, including storage and release of digital information and data.		Via application form and verified by references. Through appropriate questions and answers at interview.

Person specification



Factor	Essential	Desirable	Method of assessment
Knowledge of	• A practical understanding of diversity and inclusion at work. • A variety of learning and teaching styles	• A broad range of activities and their delivery • Activity safety management procedures • Outdoor Education philosophy and ethos	Via application form and verified by references. Through appropriate questions and answers at interview.
Committed to	• Joint working to achieve the overall aims of Girlguiding Anglia • Supervision and appraisal • Participation in team meetings and reflective discussions. • Promoting Girlguiding Anglia and our services at all times		Via application form and verified by references. Through appropriate questions and answers at interview.

Employment details



Contract type

This is a permanent role contracted for 35 hours per week. The postholder will be required some evenings and weekends on a rotating basis. Time off in lieu will be available to cover this. We do not pay overtime.

Location

You'll be based at Hautbois Activity Centre, 5 Great Hautbois road, Coltishall, Norfolk, NR12 7JN.

Holiday entitlement

The post holder will be entitled to 25 days' annual leave, plus public holidays. For every full year of service, your entitlement will increase by 1 additional day, up to a maximum of 5 additional days.

Flexible working

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

Volunteer leave

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

Employee Assistance Programme (EAP)

Girlguiding Anglia 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 Hautbois Activity Centre while at work.

Uniform

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

How to apply



To make the first stage as straightforward as possible, please apply by sending your CV and a short supporting statement explaining how your skills and experience match the role, to hr@girlguiding-anglia.org.uk

Your supporting statement is your opportunity to bring your CV to life. Rather than repeating what's already listed there, use it to explain how your experience, skills and approach make you a strong fit for this role, drawing on real examples where you can. There's no set format or length, but most candidates find a page or two is enough to cover the key points.

When preparing your CV and supporting statement, please be aware that the person specification will be used in determining the shortlist for interview. We'd encourage you to look closely at the essential and desirable criteria and make sure your application clearly addresses as many of these as possible.

Shortlisted candidates may be asked to complete an application form before first interview. If invited to interview, you'll be given advance notice of the format, along with details of anyone taking part in the process.

The closing date for applications is 11:59pm on Wednesday 30 September 2026. We reserve the right to close the vacancy early if we receive a high volume of suitable applications, so early applications are encouraged. Interviews will take place on 31 October 2026.

If you have any questions about the role before applying, please contact:
fiona.hunter@girlguiding-anglia.org.uk

If you would like to request any reasonable adjustments to the recruitment process, please contact:
hr@girlguiding-anglia.org.uk