

Role Description

Team Lead – Kit Out

Role Outline

Kit Out is a Basingstoke East Scout initiative, it's a 'Gear Share' project aimed at making outdoor activities more accessible to young people in our community (both inside of Scouting and local schools and charities).

As volunteer manager (Team Lead) of Kit Out, you'll be responsible for the day-to-day operations of Kit Out, and the volunteers (Team Members) who support the project.

Responsible to: Deputy District Commissioner (Support)

Responsible for: Kit Out Volunteers (Team Members)

Main Additional Contacts: District Commissioner(s), Group Scout Leader(s), Service Users(s) and external organisations using our service.

Appointment Requirements

You must successfully complete our adult appointment process (including acceptable personal enquiries and acceptance of The Scout Association's policies). During the first five months of provisional appointment the relevant Getting Started modules must be completed. A Wood Badge must be completed within the first three years of the Appointment, and ongoing safeguarding and safety training must be completed.

Main Role Responsibilities

- **Operational Oversight**
 - Manage day-to-day operations of Kit Out
 - Ensure efficient and effective functioning of Kit Out
- **Inventory Management**
 - Maintain accurate inventory records of equipment
 - Conduct regular equipment inspections for quality assurance and safety compliance
- **Customer Service**
 - Provide excellent customer service to service users
 - Address enquiries, concerns, and feedback promptly and professionally
- **Volunteer Management**
 - Schedule shifts and allocate duties to ensure adequate coverage
- **Safety and Compliance**
 - Implement and enforce safety protocols and procedures
 - Ensure all equipment meets safety standards
- **Financial Management**
 - With the DDC (Support) monitor revenue and expenses, and maintain budgetary control
 - Identify opportunities for cost savings and revenue generation
- **Maintenance and Repair**
 - Coordinate equipment maintenance and repair services
 - Develop preventive maintenance schedules to prolong equipment lifespan
 - Address any issues or damages with rented equipment in a timely manner
- **Quality Assurance**
 - Ensure the quality and cleanliness of equipment before and after each rental
 - Implement quality control measures to uphold service standards
 - Solicit customer feedback to identify areas for improvement
- **Continuous Improvement:**
 - Identify opportunities for service enhancement and innovation
 - Implement changes to improve efficiency, customer satisfaction, and overall performance

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Person Specification

Kit Out is a new project which requires someone who is agile in thinking and delivery, with an open mind to change to ensure a successful service.

Essential Skills

- Ability to manage adults effectively
- Passionate about Scouting
- Customer focused with a commitment to delivering exceptional customer service
- Have a proactive and creative approach
- Able to communicate by telephone and email
- Able to relate with adult volunteers and young people
- Resourceful, energetic and enthusiastic about the job
- Good IT skills and access to a computer

Desirable Skills

- Previous retail experience

Time Commitment

To help you understand the time commitment for this role, we've included a bit more detail about the expected minimum:

- Termly Team Meetings

Beyond the expected meetings there is the need to cover the operations of the Kit Out service, and this would be up to the Managers discretion on how this is covered.