

Duty Warden

Role Description

Outline	The Duty Warden is the first point of contact for customers while they are at Tawd Vale. They are there to support customers and ensure that the centre is safe during their stay.
Responsible to	Centre Manager, Duty Warden Lead
Key Contacts	TVSG, Centre Manager, Lead Duty Warden, Duty Wardens, other volunteers team leads, other volunteers, customers and contractors while at the centre.
Appointments process	<p>The Duty Warden role is a full adult appointment in Merseyside Scouts and must follow the process as outlined by The Scout Association and Merseyside Scouts.</p> <p>All volunteers at Tawd Vale must have a current DBS.</p> <p>The Scout Association training scheme is followed by volunteers at Tawd Vale.</p> <p>There is additional training for this role that is outlined in the Duty Warden Handbook.</p>
Main tasks	<ul style="list-style-type: none"> • Where necessary, to open up the centre at the beginning of their rota'd weekend including turning on lights, opening toilets or buildings, and so on. • To check customers in at the beginning of their stay, ensuring they are staying on the right campsite or building. • To support customers with anything they require including dealing with any issues in a timely fashion, to make their stay a pleasant one. • To ensure toilets are kept clean, tidy and fully stocked. • To allocate pre-agreed tasks to other volunteers on site during the weekend and support them as required. • To visit customers at their campsite or building part way through their stay to ensure they are happy and to deal with any issues. • To take payments and check customers out at the end of their stay. • Where necessary, to close down the centre at the end of their rota'd weekend.
Wider Tasks	<ul style="list-style-type: none"> • To contribute to the development of the centre, through making suggestions for improvements and new concepts. • To be an active part of the wider volunteer team, supporting tasks as interest dictates.
Review Process	This role is subject to review every three years by the Centre Manager and Lead Duty Warden.