

Lead Duty Warden

Role Description

Outline	The Duty Warden Lead is responsible for leading a team of duty wardens who are the first point of contact for customers while they are at Tawd Vale.
Responsible to	Centre Manager
Responsible for	Duty Warden Team
Key Contacts	TVSG, Centre Manager, Duty Wardens, other volunteers team leads, other volunteers, customers and contractors while at the centre.
Appointments process	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. All volunteers at Tawd Vale must have a current DBS. The Scout Association training scheme is followed by volunteers at Tawd Vale.
Main tasks	<ul style="list-style-type: none"> To create a weekly rota of Duty Wardens each year, ensuring there are at least two volunteers (one of which must be an appointed Duty Warden) at the centre each weekend that there are customers on site. To be an active part of the Duty Warden team, with a regular attendance within the rota. In consultation with the Centre Manager, to set the regular tasks that the Duty Warden team carry out each weekend, including checking customers in and out, ensuring toilets are clean and fully stocked and taking payments. To work with the Centre Manager and the wider team, to create a <i>Duty Warden Handbook</i> that outlines a training scheme and is a source of information to assist duty wardens in solving issues while they are at the centre. To ensure that the <i>Handbook</i> is kept up-to-date. In consultation with the Centre Manager and other team leads, to set specific tasks that the Duty Warden team and other volunteers carry out on specific weekends. To recommend new Duty Wardens to the Centre Manager as part of the appointment process. To train new Duty Wardens and ensure existing volunteers in-house training in up-to-date. To regularly meet with the Centre Manager and other Team Leads.
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 contribute to an evolving 'Jobs List' to be completed by working parties and duty

	wardens. <ul style="list-style-type: none">• To be an active part of the wider volunteer team, supporting tasks as interest dictates.
Review Process	This role is subject to annual review by the Centre Manager.