

PASTORAL CARE NIGHT SUPERVISOR ULLSWATER AND HOWTOWN CENTRES

Salary: £20,966 for 32 hour week (2 shifts)

Based on Real Living wage currently £12.60/hour

Fixed term to December 2025

The Outward Bound Trust

The Outward Bound Trust is a charity providing adventure-based, outdoor learning for young people from sites across the UK.

Our residential courses delivered at the centres vary in length from short weekend courses to three-week summer courses. Participants vary in age from 11 to 25 years of age. All centres are busy and are open for all but a few weeks of the year.

The Ullswater sites are situated on opposite shores of Ullswater at Howtown and Watermillock with spectacular views of the Lakeland fells. The centres have 72 and 120 beds respectively with equipment stores, dining rooms and training rooms. The administration for both centres is based at the Watermillock site.

For more detailed information about the work carried out by The Outward Bound Trust and our centres, please refer to www.outwardbound.org.uk.

The Job in a Nutshell

- Be responsible for the immediate safety and security of the centre and its visitors during the period of duty.
- Provide pastoral support to young people and staff.
- Maintain a regular visual presence walking around the site throughout the shift
- Be always on call and available for anyone on site who requires any form of assistance during the duty shift. Depending on the needs of the operation and of the young people in residence this may be an awake shift, or to include a period of rest.
- Provide immediate First Aid cover for illness or injuries and be responsible for initiating any emergency response services if required.
- Work with the Hospitality team and client visiting staff to ensure young people are fed and dining times are well managed and efficient.
- Complete, as required, additional hospitality and operational roles such as gift shop supervisor, cleaning, kitchen, and security duties once the centre is quiet.
- Maintain safety standards, operating within The Outward Bound Trust policy, guidelines and rules for risk management and safeguarding.
- Handover to the Logistics Coordinator and other appropriate staff any notable occurrences at the end of the period of duty.
- Present a professional image at all times, supporting the reputation of The Trust.
- Work in such a way as to support The Trust's commitment to environmental sustainability.

Hours of Work

The Pastoral Care Night Supervisor will work a 16 hour shift between the hours of 1700-0900. 2 x 16 hour shifts.

They will be on call for the full period of the shift, depending on the shift this may allow for sleeping once the centre is quiet and additional security and hospitality jobs have been completed.

During school term time most of these nights will be Monday – Thursday with limited weekend work. However, during the summer holidays July - August more weekend shifts will need to be covered.

The postholder will be expected to work at both the Ullswater and Howtown centres, as required.

Person Specification

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ○ Driving licence ○ Valid First Aid certificate, food hygiene, (training will be given if necessary) 	<ul style="list-style-type: none"> ○ Minibus licence * (D1 category on driving licence)
Experience	<ul style="list-style-type: none"> ○ Worked or volunteered with young people ○ Worked unsupervised ○ Worked with guidance from a more experienced staff as part of a team ○ Been accountable for the wellbeing of a group of young people 	<ul style="list-style-type: none"> ○ Worked in a residential centre or school ○ Worked in an outdoor education setting with young people ○ Personal experience of outdoor adventure and instigating own personal development
Attributes	<ul style="list-style-type: none"> ○ Supportive and sensitive to the needs of young people ○ Able to relate to and communicate with all types of people ○ Have good organisational skills ○ Able to work unsupervised ○ Confident and act with authority ○ Helpful and friendly ○ Reliable ○ Ability to work in a busy environment. 	<ul style="list-style-type: none"> ○ Uses initiative to solve problems effectively ○ Diplomatically manage competing priorities and expectations.

Salary and Benefits

Salary: £20,966 for 32 hour week (2 shifts).

There is a 3 month probationary period from the employee's start date.

Benefits

- Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays.
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date
- Personal Accident Insurance while at work or commuting
- Cash plan healthcare (currently Medicash) on application after completion of probation.
- Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service.
- 8 weeks' sick pay at full salary in any 12 months
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount
- Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service).
- Cycle to work scheme

Terms & Conditions

Accommodation and meals will be provided on the nights worked. Meals are to be eaten in the student dining room during food service times.

The postholder will be required to undergo a disclosure check which The Trust pays for.

How to Apply

Please send an up to date CV and a covering letter, explaining your fit to the Job Description and Person Specification to: Hannah Rigby, Centre Administrator, The Outward Bound Trust, Ullswater Centre, Watermillock, Cumbria, CA11 0JL.

Email: hannah.rigby@outwardbound.org.uk

If you have any queries regarding the information supplied or the recruitment process, please contact Hannah either by email as above, or telephone: 017684 85000 during office hours.

Closing date for applications: 09.00 Friday, 27th June 2025.

We reserve the right to close applications early depending on demand.

Interview date: to be arranged

Start Date: June/ July