



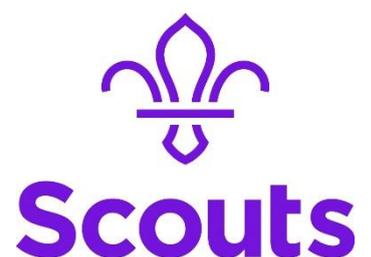
Applicant Information Pack

Chief Volunteering Officer Permanent



Gilwell Park, Chingford, London

Hybrid Working Options Available



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Welcome

We're Scouts and everyone's welcome here. All genders, races and backgrounds. Every week we give almost half a million people aged 6-25 the skills they need for school, college, university, the job interview, the important speech, the tricky challenge and the big dreams: the skills they need for life.

At a time when communities are becoming more divided, we bring people together. We encourage our young people to do more, learn more and be more. We're a worldwide movement, creating stronger communities and inspiring positive futures. We welcome talent from all backgrounds and your contribution to help even more young people succeed in life.



Carl Hankinson, UK Chief Commissioner



Matt Hyde, Chief Executive



“As a young boy, Scouting gave me a confidence and camaraderie that is hard to find in modern life. Kids in the UK need a sense of belonging and community more than ever. I’m proud to be the Chief Scout in the world’s greatest youth movement. It is the biggest privilege I have ever had – more than [serving in] the SAS or [climbing] Everest.”

Bear Grylls, Chief Scout



Our strategic plan

Skills for Life

Our plan to deliver better futures

Our vision

By 2025 we will have prepared more young people with skills for life, supported by amazing leaders delivering an inspiring programme.

We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Our mission

Scouting actively engages and supports young people in their personal development, empowering them to make a positive contribution to society.

Our values

We act with care, respect, integrity, cooperation, exploring our own and others' beliefs.

Our goals

Our plan is to build on the success of the previous plan: to continue to grow, become more inclusive, to be shaped by young people and to make a bigger impact in our communities. We have set new goals for 2025.

Growth

- 50,000 more young people aged 6-18 in Scouts
- 10,000 more frontline adult volunteers (Section Leaders and Assistant Section Leaders)
- 5,000 more Young Leaders

Inclusivity

- we will have started Scouts in 500 more areas of deprivation reaching young people who could benefit the most
- our adult volunteers will reflect the demographics of our society

Youth Shaped

- 250,000 young people will be shaping their experiences at Scouts
- 50% of young people will be achieving the top awards

Community Impact

- at least 250,000 young people will be making a positive impact in their community each year
- 50% of young people will be achieving the top awards

Our programmes of work

Due to the impact of COVID-19, our Skills for Life strategy has been extended until 2025. The programmes of work that'll help us to achieve this strategy have been revised to: People, Programme, Perception, Digital and Early Years.

We're involving people on the ground every step of the way in the updated strategy, to make sure anything new works for the majority and genuinely make things better, easier and more fun.

Programme

A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools.

People

More, well trained, better supported and motivated adult volunteers and young people, from diverse backgrounds.

Perception

Scouts is clearly understood, more visible, trusted, respected, and widely seen as playing a key role in today's society.

Digital

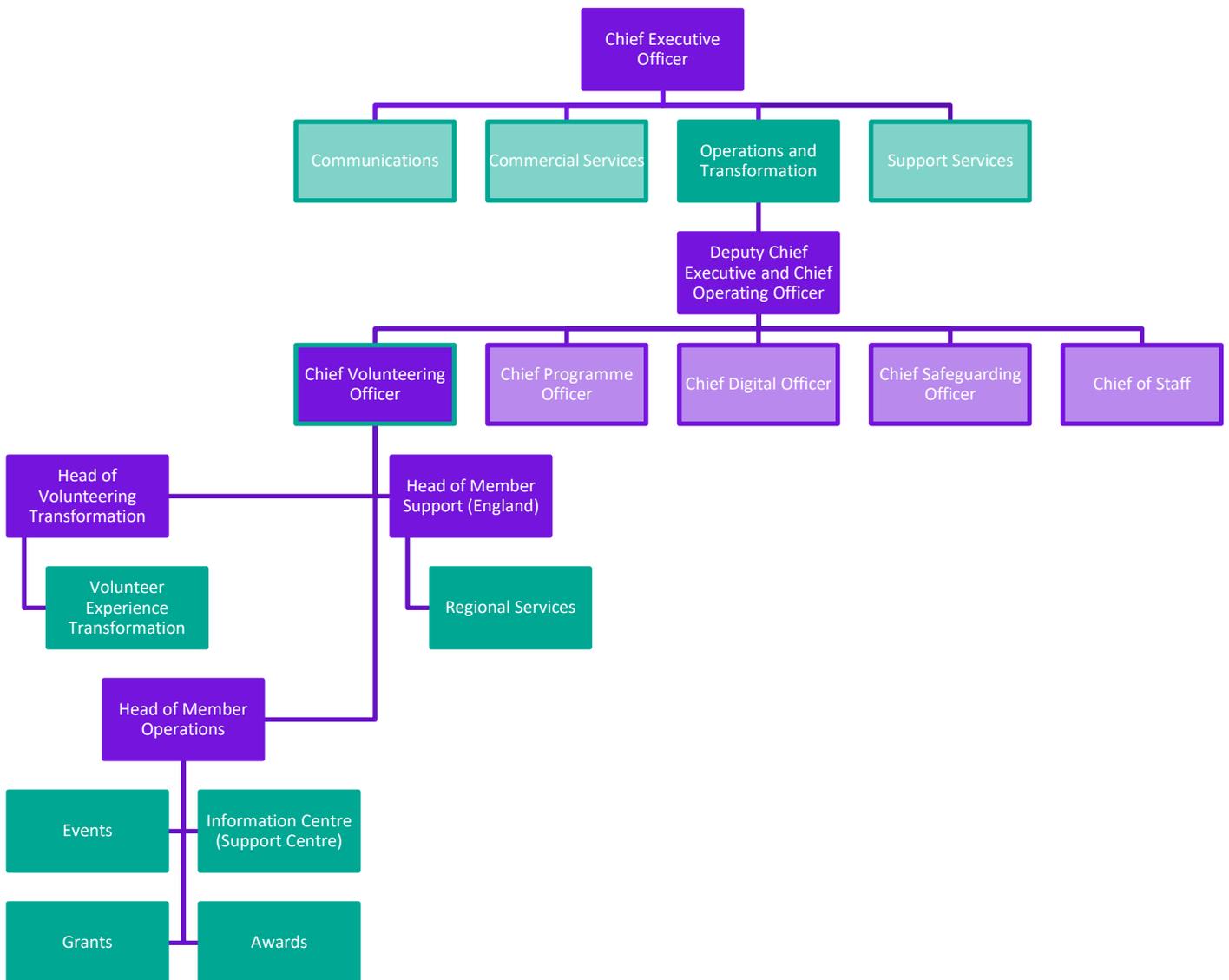
Embedding our digital principles and transforming the Scouts experience with better digital tools.

Early years

Provide more young people with skills for life through a new section for four and five year olds.

Our structure

The UK headquarters of the Scouts is based at Gilwell Park (Chingford, London), and is operationally divided into four directorates:



The role

Responsible to: Deputy Chief Executive and Chief Operating Officer

Department: Operations and Transformation / Member Support

Base Location: Gilwell Park, Chingford, London / Homebased / Hybrid

Term: Permanent

Salary: circa. £75k

Hours: 35 hours per week

Line management responsibility: Head of Volunteering Transformation
Head of Member Support (England)
Head of Member Operations
(plus circa. 90 members of the wider Member Support department)

Budgetary responsibility: Responsible for managing agreed income/expenditure budgets within agreed authority limits

External contacts: Equivalent senior staff in organisations from the wider voluntary/third sector; Government departments, agencies and organisations; and funders

Internal contacts: Board of Trustees; Board Committee members; UK Leadership Team; Regional, County and District Commissioners; Executive Leadership Team; Heads of Departments; Headquarters staff; and staff in Devolved Nations

Core purpose

Working in partnership with national volunteer colleagues, the Chief Volunteering Officer is responsible for the: design, delivery and ultimate transformation of the experience for volunteers in Scouts; support to volunteers locally to grow Scouting and make it as equitable, diverse and inclusive as possible; and leadership of the delivery of the services (support centre, awards, grants, events, etc.) that support volunteers.

The role is ultimately key to shaping the highly rewarding experience of volunteers so that they are empowered to deliver high quality, impactful programmes for young people locally and in turn grow Scouting across the country.

Key accountabilities

- Lead the Member Support department, directing staff to work in partnership with national and local volunteer colleagues to support the design and delivery of: the volunteer experience; national, regional and local growth plans to support the delivery of the organisation's strategy and especially growth of equitable, diverse and inclusive Scouting on a sustainable basis; member facing services; and national/international events
- Take strategic responsibility for shaping the key role that volunteering plays in Scouting and the critical role volunteers play in delivering high quality, impactful programmes for young people locally and in doing so ensuring that volunteering remains central to the organisation's activities
- In partnership with national volunteer colleagues, co-create, implement and manage the activities required to deliver on the organisation's strategy, specifically relating to the volunteer experience and growth of Scouting
- Oversee the development and delivery of volunteering guidance, procedures, policies and systems that encourage an excellent and highly rewarding volunteering experience in Scouting
- Oversee the design and delivery of innovative ways to ensure that volunteers and members of the public have highly engaging interactions with the organisation's headquarters through, for example, services provided

through the support centre, awards team, grants team, and events team

- Lead processes to transform service delivery, anticipating peaks and troughs in service delivery and planning accordingly, and in doing so achieve high levels of volunteer satisfaction and efficiencies in operating models
- Provide proactive and diligent support to the UK Leadership Team including ensuring that the on boarding of national volunteer colleagues is robust and meets the needs of individual roles
- In partnership with the Chief Programme Officer, contribute to the development, implementation and monitoring of externally funded projects focussed on the growth of Scouting
- Oversee the appropriate management of critical incidents from initial notification to follow-up and closure (excluding safeguarding), acting personally as a point of escalation
- Any other duties as reasonably requested by the Chief Operating Officer

The person

Knowledge and experience

- Demonstrable record of achievement in a leadership role at senior level within an organisation of comparable size, scope and complexity
- Experience of volunteer management within a uniformed and/or youth organisation engaged in the development and delivery of non-formal learning programmes for young people
- Knowledge and understanding of current volunteering issues within the third sector and how they relate to an organisation of the scope and scale of the Scouts
- Experience of effectively developing high performing teams whilst instilling a strong sense of accountability and empowerment in a values based culture
- Experience of service delivery design and management in an organisation of comparable size, scope and complexity
- Education, training and continual professional development relevant to the scope of responsibilities of the Chief Volunteering Officer
- Experience of the design and delivery of national and/or international events



Skills and abilities

- Ability to co-create and implement effective plans to achieve agreed organisational objectives and to make clear, informed and timely decisions
- Excellent communication and interpersonal skills to enable successful influencing, listening and negotiating with others
- Excellent planning and organisational skills with the ability to manage and deliver a diverse workload and portfolio of programmes/projects whilst ensuring effective prioritisation and balancing of the needs of a range of stakeholders
- Ability to lead and manage a large dispersed team, managing performance effectively, setting clear

expectations and objectives, managing competing priorities and balancing differing needs

- Ability to develop and sustain effective productive stakeholder relationships internally and externally
- Ability to manage resources (human and financial) in the most effective way to deliver on agreed organisational objectives

Values and personal qualities

- A self-aware, positive and approachable leader
- An effective leader who is assertive, energetic, determined, robust and sufficiently resilient to cope with the demands of the role
- An excellent role model who promotes high standards of integrity, and commands trust and confidence from others
- Open, confident and collegiate with the ability and willingness to challenge constructively, and to receive challenge, and to work effectively at senior levels internally and externally
- Able to maintain an up to date knowledge of technical competency areas and take a proactive approach to self-development and performance improvement

Safeguarding rules – yellow card

We are a youth organisation who takes safeguarding seriously. The post holder agrees to comply at all times with the safeguarding rules as set out on The Scout Association's yellow card, which can be found [here](#). This is shared with young people and carers, as well as employees, so everyone knows our rules of engagement.

In order to comply, stringent vetting procedures take place including checking against an internal database to assess suitability and also Basic/Enhanced DBS checks as required.

GDPR and data protection

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law and to adhere to our Data Protection and GDPR policies

Health and safety

The post holder agrees to abide by The Scout Association's Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place as well as that of their colleagues.

Equal opportunities

The Post holder agrees to promote and uphold the principles of equal opportunities in accordance with The Scout Association's Equal Opportunities Statement and all related policies.



Benefits

- **Holiday Entitlement:** 25 days per year plus bank holidays. This increases after two years service to 28 days and after five years to 32 days.
- **Additional Holidays:** We operate an office closure during the Christmas and New Year holiday period that provides up to an additional 3 days of extra leave.
- **London Weighting:** In addition to a competitive salary we also provide London weighting to staff if located inner/outer London.

Looking after your health and wellbeing

Simply Health Scheme: You will have access to a medical scheme to help you with the cost of your everyday healthcare fully funded by the Association such as optical, dental and many more. You will also get access to gym discount, family days out discount and online health risk assessment.

Sickness absence: We pay sickness above the statutory minimum requirement.

[Above benefits apply to employees upon completion of three months in their role unless otherwise stated]

Looking after your future

Generous Pension Scheme: We look after your future. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows. You will have been automatically enrolled into The Scout Association's Group Personal Pension Plan, contributing 3% of your qualifying earnings. The Scouts will contribute double at 6% of your qualifying earnings on auto enrolment. You can increase your contribution at any point and we will double your contribution up to a maximum of 10% of your gross salary. Employees can benefit further by saving your own and the The Scout Association's National Insurance contribution that is paid into your pension pot.

Life Assurance: All employees are covered by a scheme which pays four times the basic salary in the event of death in service.

Getting to and from work

Car parking: All sites offer free car parking to employees.

Minibus Service (Gilwell Park): A minibus service is provided which collects colleagues from Chingford Station. This service also drops colleagues off

to the same location. This service operates through the day and is more frequent at the start and end of the day.

Cycle to Work scheme: This scheme is a form of salary sacrifice which enables employees to purchase a bicycle through the Government's Cycle to Work Scheme and can save you up to 42% on the retail value (depending on the employees tax bracket).

We are proud to be a family friendly employer

Personal Days: Up to four personal days paid leave a year.

Maternity/Paternity Leave: We pay maternity leave above the statutory minimum requirement.

Childcare Vouchers: This scheme is a form of salary sacrifice, enabling employees to purchase childcare vouchers.

Start and finish time: Employees can apply for some flexibility on their start and finish times of work.

Making your money go that little bit further

Scout Store purchases: Employees can make purchases from Scout Store with a discount of 25% on certain items, excluding uniforms.

Online Benefits Portal: Our online benefits portal allows you to tailor make your own benefits package.

Developing yourself and others

Study and volunteer leave: Special leave includes paid leave for volunteering and study leave.

How to apply

Before making an application please ensure that you have read the [Recruitment and Selection Policy](#).

Applications (CV and supporting statement) should go directly to our recruitment partners, Prospectus via their website at: <https://jobs.prospect-us.co.uk/jobs/details/hq00180138>

The closing date for applications is Midnight Sunday 6th February 2022

Interviews with Prospectus: w/c 7th February 2022

Interviews with the Scouts: 18th-21st February 2022

If you would like to have an informal conversation about the role before applying please contact Anna Mandl or Linda Griffiths at Prospectus on 020 7691 1920 or email us at anna.mandl@prospect-us.co.uk; linda.griffiths@prospect-us.co.uk

To find out more about working at The Scouts please visit <https://www.scouts.org.uk/about-us/jobs/working-at-the-scouts/>



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IN PEOPLE

Gold
Until 2022

