



Applicant Information Pack

Senior Change Manager

Permanent Contract



Gilwell Park, Chingford

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.

<i>Growth</i>	<i>Inclusivity</i>	<i>Youth Shaped</i>	<i>Community Impact</i>
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 250,000 young people will be shaping their experiences at Scouts 50% of young people will be achieving the top awards 	<ul style="list-style-type: none"> 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

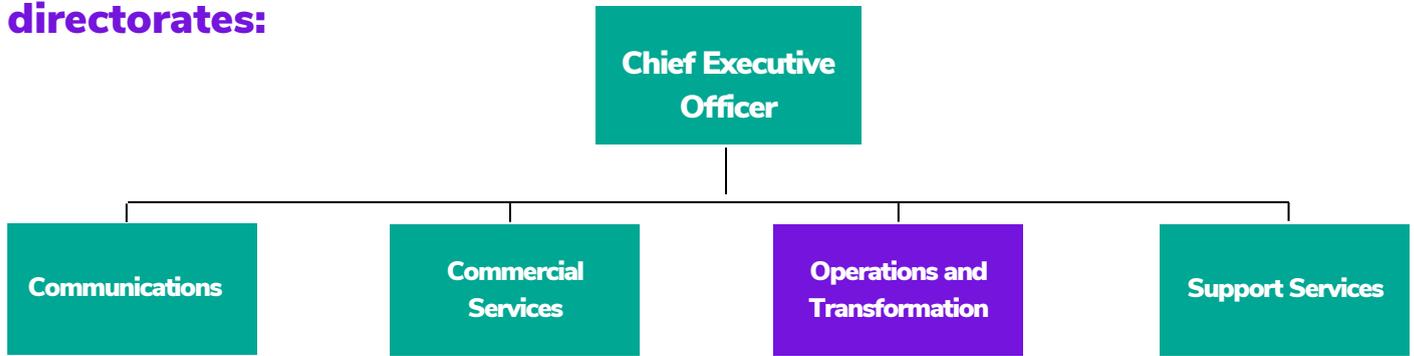
Embedding our digital principles and transforming the Scouts experience with better digital tools.

Early years

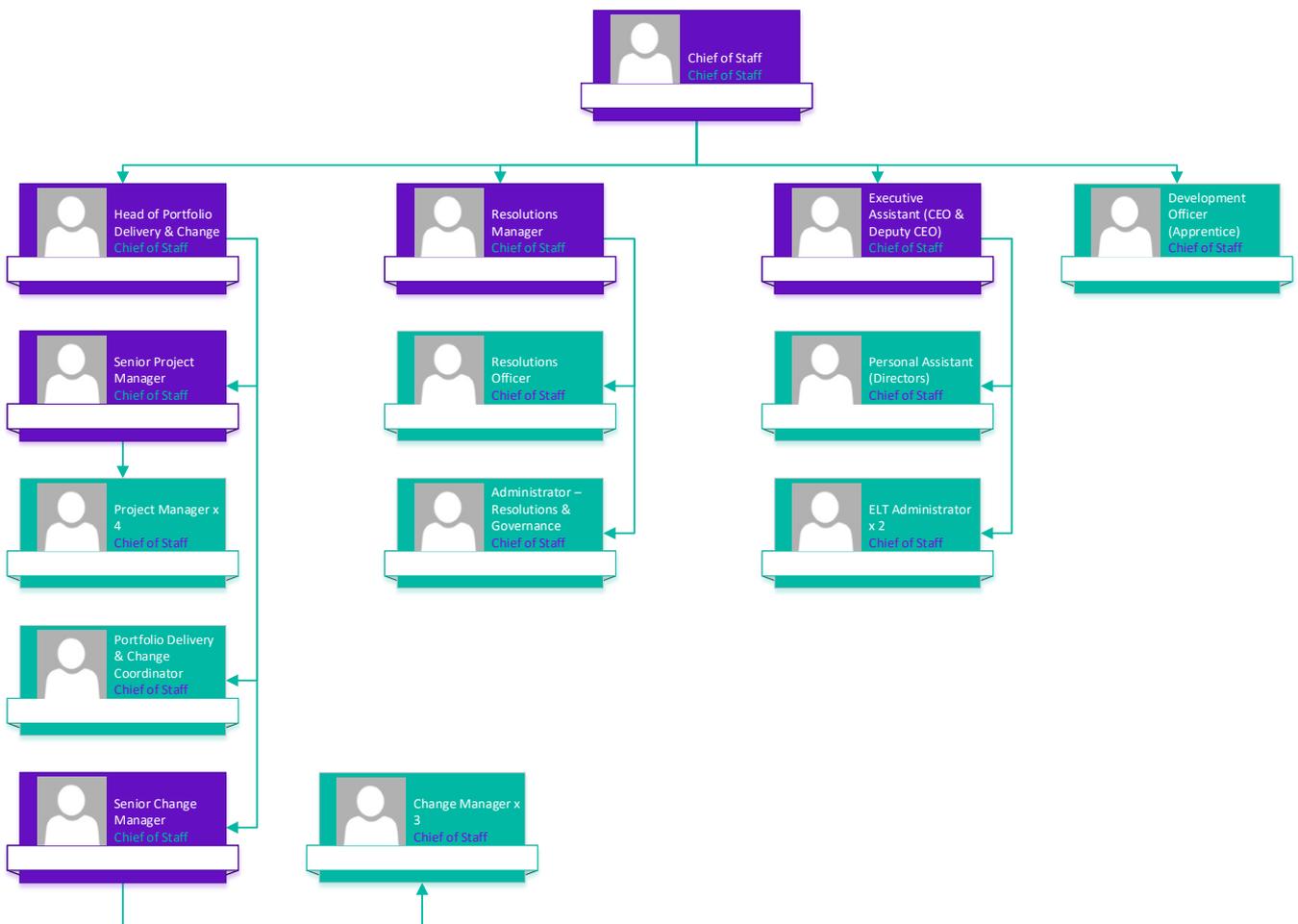
Provide more young people with skills for life through a new section for four and five year olds.

Our structure

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



Chief of Staff Team



The role

Responsible to: Head of Portfolio Delivery and Change

Department: Chief of Staff

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

Term: Permanent, Full time

Salary: £43,890, Band G, Level 3, inclusive of Outer London Weighting

Hours: 35 hours per week

Line management responsibility: Change Managers

Core Purpose

Your core purpose will be to support the Scouts to create the change needed to deliver on our Skills for Life strategy. Central to this is improving the experience of our amazing 125,000 volunteers, so they can better support the nearly half a million young people we work with each week. You'll be key to helping them absorb the new ways of working, leading a team of change experts who will work cross-functionally with staff and volunteers, providing the tools and approach to land the change. This is a new function, working alongside the established Project Management Office and with project teams delivering the change, so it is an exciting opportunity for the right candidate to build and create an approach, while delivering a better and richer experience for all involved in the Scouts at this pivotal point in our history.

Key Accountabilities

- Manage a team of change professionals supervising and guiding their day-to-day work
- Assess the impact of the implementation of systems, structures, processes and ways of working changes on all our Audience groups
- Work with senior colleagues to plan engagement and change, especially end-user experience, engagement and training
- Work with PMO colleagues and other User experience and Delivery experts to ensure our approach on consultation and testing is aligned and effective, using best practice methodology
- Work with the communications team to develop change and engagement messages that are cohesive, clear and compelling
- Build and update the 'change roadmap' for the organisation, working alongside PMO and other colleagues to align this with the 'portfolio roadmap'
- Coach, motivate, and guide senior stakeholders, staff and volunteers as necessary, using your experience and expertise in best practice around change methodologies.
- Help define and embed change management principles, techniques and tools
- Support on the development of a strategic approach for managing sustainability of change across the movement
- Input into the development of a measurement framework for the success of the change implementation
- Any other accountabilities commensurate with the general level of responsibility of the job

The person

Knowledge and experience

- Experience of the development and implementation of significant parts of an organisation's overall change and transformation portfolio
- Experience working with senior stakeholders to understand, manage and challenge their assumptions about change.
- Experience of working in a matrix type environment, engaging with multiple sponsors and stakeholders.
- Understanding of impact measurement, which includes working with key performance indicators and logic models
- Significant experience as a senior team member delivering a successful large change programme (circa. £2m budget or more) involving multiple projects including digital or technology focussed projects.
- Experience working with a range of project management techniques across a complex transformation portfolio.
- Experience of delivering change at a large and geographically dispersed scale (e.g. national, regional)
- Experience of managing teams, including coaching, wellbeing and development of peers

Skills and abilities

- Familiarity with change theory, tools and techniques to deliver user adoption, behaviour and culture change, change impact assessments, and training
- Understanding of practical communication and engagement techniques
- Understanding of user experience or service design methodologies
- Highly developed interpersonal, advocacy, negotiation and communication skills to be able to work effectively with a range of stakeholders.
- A thorough understanding of current and emergent change management theories and approaches.
- Capable and confident in presenting to and leading large groups of people in meetings and workshops
- Can effectively communicate the benefits of change, or influence and persuade others to adopt change.
- Ability to build strategic collaborative relationships and partnerships.
- Ability to deliver quality work in a fast-paced environment, with the ability to balance emerging and tight timelines and organise your own and your team's priorities.

Values and personal qualities

- Committed to the Scouts' mission of supporting young people to be their best.
- Self-driven, resilient, resourceful and tactful
- A positive attitude to change, with the resilience and flexibility that is needed to deliver transformation.
- Able to pre-empt problems and think creatively to recommend solutions.
- Actively seeks out feedback to test thinking and continually improve.
- Shows an understanding and commitment to promote equal opportunities, safeguarding and diversity.
- Ability to create passion and drive momentum in others.
- Ability to balance strategic needs and complexity with the need to get things done.
- Ability to prioritise competing demands in ambiguous situations
- Proactive and able to work well with minimal supervision
- Excellent attention to detail and organisational skills
- Ability to adapt style according to environment and situation
- Strong emotional intelligence



Education & Qualifications

- Some professional/vocational training in change management

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.



How to apply

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

Please submit an application via the apply link on [our jobs page](#).

In order for us to monitor the application of our [Equal Opportunities Policy](#), we would be grateful if you would also complete the Recruitment Monitoring questions on the Application Form.

If you would to discuss the role in more detail, please contact our [Recruitment Team](#).

