



## Applicant Information Pack

# Volunteering Design Manager

 Scout Headquarters, Gilwell Park

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"><li>• 50,000 more young people aged 6-18 in Scouts</li><li>• 10,000 more frontline adult volunteers (Section Leaders and Assistant Section Leaders)</li><li>• 5,000 more Young Leaders</li></ul> | <ul style="list-style-type: none"><li>• we will have started Scouts in 500 more areas of deprivation reaching young people who could benefit the most</li><li>• our adult volunteers will reflect the demographics of our society</li></ul> | <ul style="list-style-type: none"><li>• 250,000 young people will be shaping their experiences at Scouts</li><li>• 50% of young people will be achieving the top awards</li></ul> | <ul style="list-style-type: none"><li>• at least 250,000 young people will be making a positive impact in their community each year</li><li>• 50% of young people will be achieving the top awards</li></ul> |

#### *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*

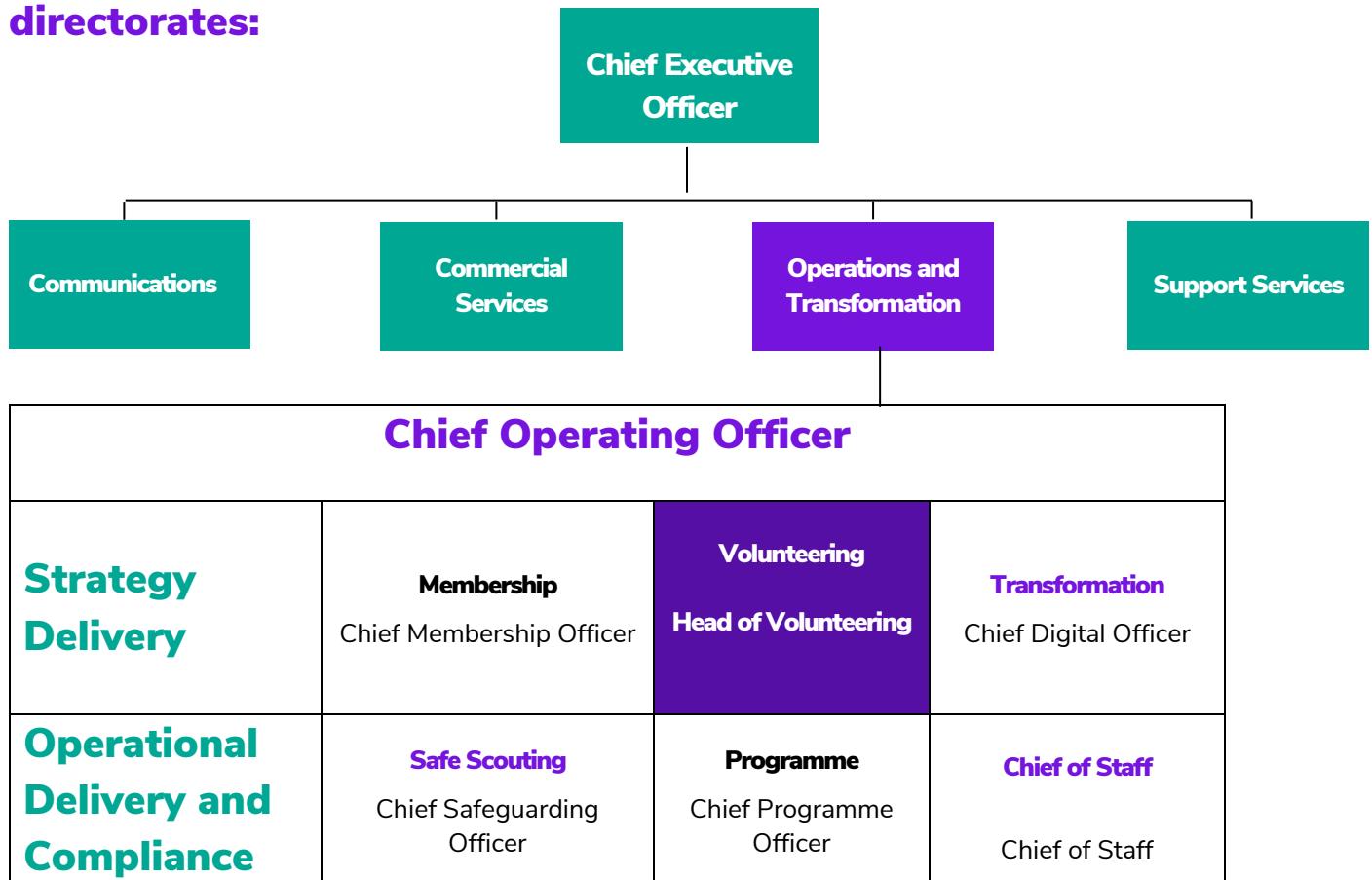
Embedding our digital principles and transforming the Scouts experience with better digital tools.

#### *Early years*

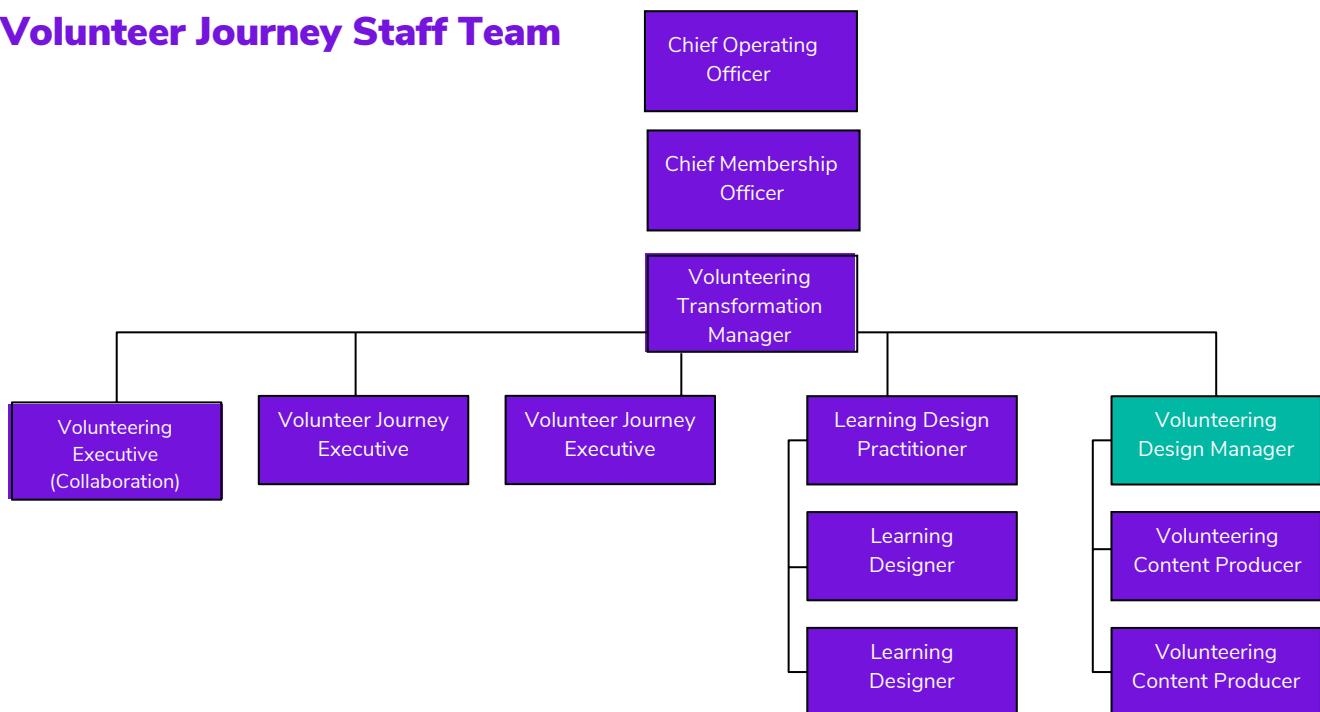
Provide more young people with skills for life through a new section for four and five year olds.

# Our structure

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



## Volunteer Journey Staff Team



# Volunteering Design Manager

|  |  |
|--|--|
| <b>Responsible to:</b>                 | Volunteering Transformation Manager  |
| <b>Department:</b>                     | Operations and Transformation/Member Support   |
| <b>Base Location:</b>                  | Gilwell Park   |
| <b>Term:</b>                           | Permanent  |
| <b>Salary:</b>                         | £42,057 per annum (inclusive of Outer London Weighting)  |
| <b>Hours:</b>                          | 35 hours per week  |
| <b>Line Management Responsibility:</b> | 2  |
| <b>Budgetary responsibility:</b>       | Responsible for managing agreed income/expenditure budgets.  |
| <b>Internal Relationships:</b>         | UK Leadership Team, Volunteers and teams supporting the delivery of the portfolio especially the People and Digital Transformation Programme, Operations and Transformation Leadership Team, Volunteer People Team, Scout Contact Centre, Heads of Department in other directorates and Association staff and volunteers |
| <b>External Relationships:</b>         | Counterparts in similar voluntary/third sector organisations, suppliers, other National Scout Organisations  |
| <b>DBS:</b>                            | Basic DBS  |

## Core purpose

The purpose of this role is to lead and work with a Volunteer Product Team, designing and delivering 'products' to better the experience of Scout volunteers. This includes maintaining products to support volunteer training, local governance and the overall volunteer journey. This role uses Agile and Product Management to deliver products quickly and in partnership with volunteers, to ensure support for volunteers remains current and relevant.

# Key accountabilities

- Provide support to volunteers at the Scouts who deliver Scouting locally by ensuring that current support products are up to date, fit for purpose and meet the needs of volunteers.
- Work in partnership with Team UK and 'People' Team volunteers to ensure that the volunteer training scheme, governance and journey products are simple to use, understand and are relevant to volunteer needs.
- Effectively identify and prioritise products and work streams using feedback from a wide pool of volunteer and staff stakeholders.
- Liaise with Corporate Partners and Creative etc. to ensure resources produced are edited and checked for accuracy from a programme, international, inclusive, volunteering and technical perspective
- Work closely with the wider Volunteer Journey Team to provide feedback from members and input into development of new resources and initiatives as part of the overall strategy and Programmes of Work.
- Liaise with the Programme Delivery and Programme Design Teams to ensure the tie in sufficient support and smooth transition of resources from development into delivery.
- Ensure the cultivation and maintenance of ongoing relationships with organisations supporting the work of the volunteering work area; including those providing external recognition, specialist advice and organisations which provide technical input to the safe management of volunteering.
- Ensure specialist advice and information can be accessed and provided to members in areas of Volunteering, Youth Shaped Scouting and Inclusion (working with relevant teams, including the Information Centre)
- Working in partnership with the UK Leadership Team, ensure that productive staff and volunteer partnerships are developed and maintained to provide the best possible support to volunteer members.
- Participate in the induction of UK Leadership Team and wider HQ volunteers to ensure they are well supported.
- Recruit, manage and motivate allocated staff resource.
- Any other duties as reasonably requested by the Volunteering Transformation Manager

## The Person

### Experience

- Has an excellent understanding of the needs of young people and non-formal education
- Culturally sensitive and able to work in a voluntary youth sector environment
- Practical knowledge of common IT programmes, particularly Microsoft Office
- Experience of researching and analysing information and collecting data insights
- Experience of managing others, including ensuring high quality outputs and performance management
- Experience of being a volunteer and/or working with volunteers, including experience of working with volunteer groups within or outside Scouting
- Experience of developing and maintaining partnerships with external organisations
- Experience of agile project management and delivery

### Skills, abilities and knowledge

- Able to effectively line manage, prioritise workload and work to meet deadlines
- Able to manage and prioritise own workload, and workload of a team
- Able to assimilate large amounts of data and information and provide a summary of key implications for others
- Able to effectively lead a team, providing support, feedback and guidance, ensuring a high quality output
- Able to effectively present information clearly and influence an audience
- Able to think creatively and solve problems
- Able to use own initiative and be a self-starter

- Flexibility and willingness to learn
- Mature and personable approach
- Able to construct written information for the production of web articles, resource material, magazine articles, committee papers and minutes
- Able to communicate clearly and assertively using the telephone, face to face and written communication to provide a high level of customer service to members
- Able to effectively communicate with people at all levels and ages and maintain effective working relationships internally and externally

## **Values and personal qualities**

- A passionate individual who pursues a user and evidence led approach to improving tools and services for volunteers
- Keen to ensure responsive and genuine engagement with internal and external stakeholders which will both challenge and support
- Passion for providing high quality customer/user support
- Show calmness under pressure
- Excellent communicator



## **Other Essential Criteria**

This role will require regular evening and weekend working. The role holder must be willing to be flexible and available to work with volunteer teams as needed.

## **Competency Framework**

Level 3

### **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 the 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

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## Generous Pension Scheme

We are committed to providing our staff with a best work place pension scheme that is highly competitive in the third sector. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows.

This plan allows employees to contribute a minimum of 2% of their gross salary up to the maximum allowed within HMRC limits. The Association will contribute twice your contribution, up to a maximum of 10% of 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

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## 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

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## 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

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### 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

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### 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](#).

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.

**Closing date for applications – Sunday 17 October 2021, Midnight.**

**Interviews will be held week commencing 1 and 2 November 2021.**

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



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IN PEOPLE | Gold  
Until 2022

  
**Scouts**