



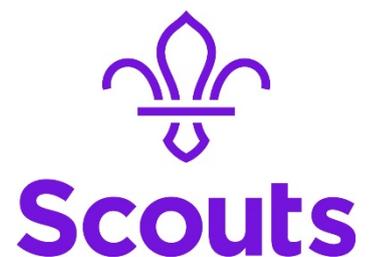
Applicant Information Pack

Volunteer Experience 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"> 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

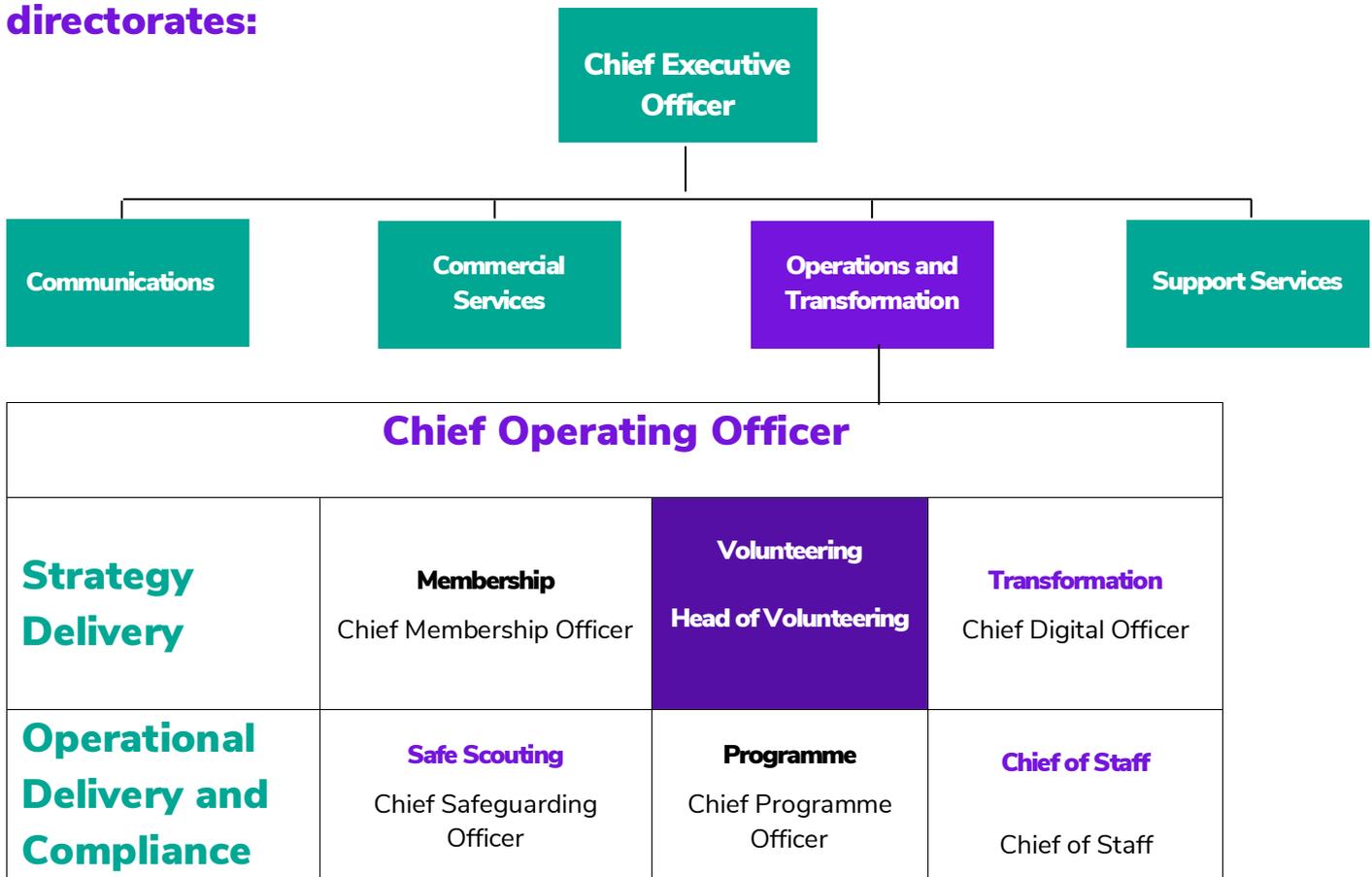
Due to the impact of COVID-19, our Skills for Life strategy has been extended until 2025. The programmes of work that'll help us to achieve this strategy have been revised to: People, Programme, Perception, Digital and Early Years.

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.

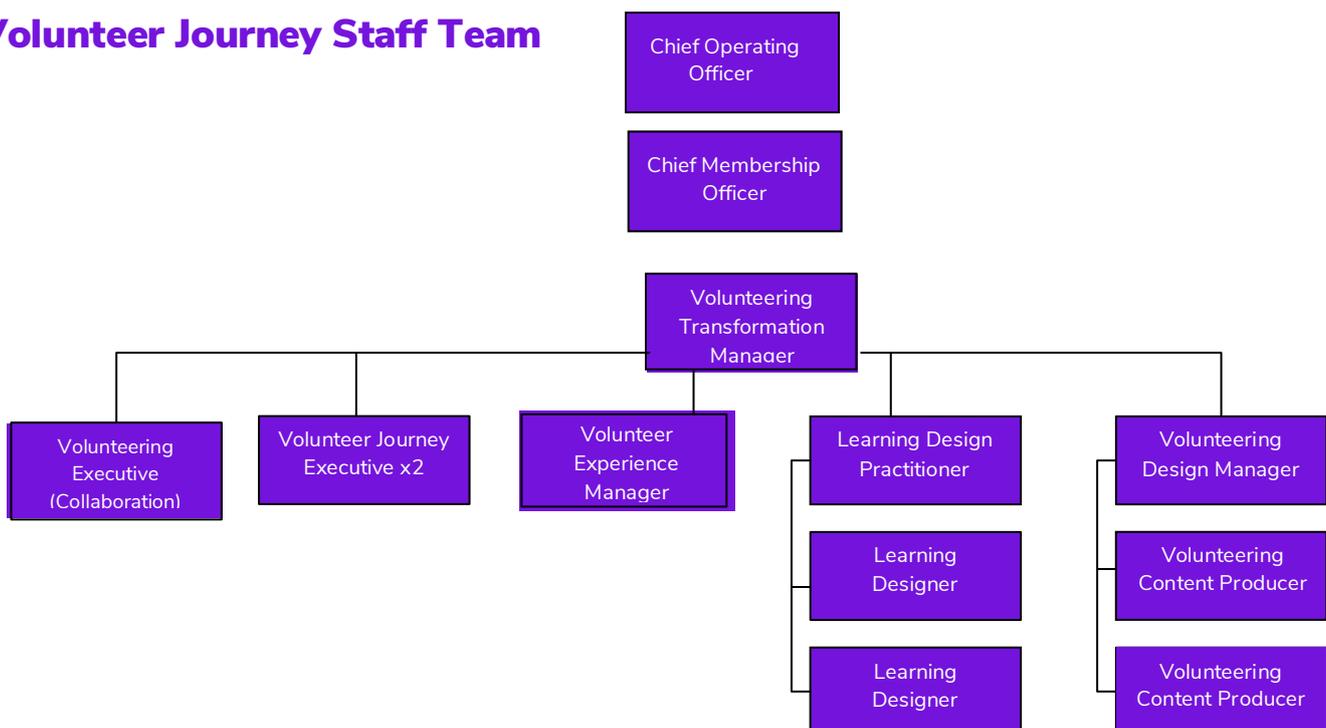
<p>Programme</p> <p>A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools.</p>	<p>People</p> <p>More, well trained, better supported and motivated adult volunteers and young people, from diverse backgrounds.</p>	<p>Perception</p> <p>Scouts is clearly understood, more visible, trusted, respected, and widely seen as playing a key role in today's society.</p>
<p>Digital</p> <p>Embedding our digital principles and transforming the Scouts experience with better digital tools.</p>	<p>Early years</p> <p>Provide more young people with skills for life through a new section for four and five year olds.</p>	

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



Volunteer Experience Manager

Responsible to:	Volunteering Transformation Manager
Department:	Operations and Transformation/Member Support
Base Location:	Gilwell Park, Chingford, London (Hybrid working options available)
Term:	Permanent
Salary:	£43,064, Band G, Level 3. (Inclusive of Outer London Weighting)
Hours:	35 hours per week
Current Line Management Responsibility:	3
Budgetary responsibility:	Responsible for managing agreed income/expenditure budgets.
Internal Relationships:	UK Leadership Team, volunteers and teams supporting the delivery of the portfolio, Operations and Transformation Leadership Team, Volunteer People Team, PMO, Programme Sponsor and Board members, Digital Transformation Team and wider association staff and volunteers
External Relationships:	Counterparts in similar voluntary/third sector organisations, consultants and suppliers, potential funders
DBS:	Basic DBS

Core purpose

The Scouts are fundamentally reviewing and transforming the volunteer experience for our 140,000 volunteers to make volunteering with us even more attractive, accessible, flexible and enjoyable.

We want to make this journey easier and more rewarding for all volunteers and continuously improve our volunteer experience. As part of the Skills for Life strategy we are developing and supporting amazing section leaders by:

- Transforming the adult recruitment and joining process, making sure it is inclusive and welcoming
- Simplifying learning, focusing on developing and supporting amazing section leaders
- Creating a positive and rewarding volunteer experience for new and existing volunteers
- Helping equip section leader teams with the practical skills and knowledge needed to deliver a challenging and adventurous programme
- Making sure that section leader teams have the right support for the future, by ensuring we have the right volunteer roles responsible for the right things

Once designed and delivered, we need to ensure continuous improvement of the experience keeps it relevant and attractive to drive retention.

In partnership with volunteer colleagues, the purpose of this role is to help lead the team in the design, testing and delivery of our new journey, working in close collaboration with other colleagues. This role will bring technical expertise in volunteering and user centred design to improve our experience for volunteers including our processes, digital tools and systems, and internal culture. They will champion inclusion and help us to ensure the experience of volunteering in Scouts is fit for the future and truly enables everyone to join our adventure and provide young people with Skills for Life.

Key accountabilities

- Help inspire innovation and to lead user centred design to improve the volunteer experience at Scouts.
- Build external relationships and work with partners from the voluntary sector and use best practise to influence process design
- Work closely with the Learning Design Practitioner, Volunteering Design Manager and People Programme Manager to ensure our work plan to realise our improved volunteer experience is connected, clear and delivered (both short and long term change)
- Lead and support user engagement to establish needs and evidence for change, as well as user testing to trial concepts and pilot solutions with users inside and outside the Scouts
- Support key volunteer relationships and strategies for recruiting and engaging diverse volunteers across our work.
- Act as subject matter expert on volunteering, including to inform digital system needs.
- Help to connect up detailed work across the People Programme to create a unified volunteer experience, supporting the team to identify and resolve dependencies

- Lead and develop the staff team to transform the volunteer experience and achieve the agreed deliverables.
- Lead on People Programme wide deliverables and projects, such as developing our language around volunteering and supporting transition of services for users, etc.
- Support in facilitating collaboration and connection of the work of the People Programme with others across the organisation, and to manage the transition of new products and systems as they become live.
- Engage with and influence key stakeholders to gain approval for work and help in managing change with users
- Work with the wider Member Support leadership team to shape the priorities, policies and strategic approach to transforming the volunteer experience, in line with the Scouts strategic plan. When necessary, deputise for the Volunteer Transformation Manager in relation to the People Programme

The Person

Experience

- Experience of transforming volunteer processes or introducing volunteer programmes for a similar organisation
- Excellent knowledge and understanding of current volunteering trends, challenges and solutions
- Understanding of the needs of young people and volunteers in a non-formal education setting
- Experience of being a volunteer and/or working with volunteers, including experience of working with volunteer groups within or outside Scouting
- Experience of leading user focused process design and innovation, with complex stakeholder groups
- Demonstrable experience of delivering change across a multi-site organisation
- Experience of researching and analysing information, including user engagement and testing
- Experience of leading others, including ensuring high quality outputs and performance management
- Experience of developing and maintaining partnerships with external organisations
- Experience of agile project management and delivery

Skills, abilities and knowledge

- Excellent planning and organisational skills with the ability to prioritise, manage and deliver a diverse workload for yourself and your team
- Able to effectively lead and motivate a team in a matrix environment, providing support, feedback and guidance, ensuring a high quality output
- Able to use own initiative and be a self-starter
- Ability to assess complex problems or conflicts in priority, come up with practical and workable solutions, and deliver these and influence others in the right course of action
- Ability to effectively present information, gain credibility with and influence direction of an audience – including senior staff and volunteer stakeholders
- Excellent interpersonal and influencing skills
- Able to work collaboratively, across the organisation, to problem solve and deliver complex projects, particularly in a transformation environment where a level of uncertainty or change is frequent
- Able to effectively communicate with people at all levels and ages to actively build and maintain effective working relationships and partnerships internally and externally, that encourage innovation.

Values and personal qualities

- An empowering, self-aware and approachable leader who believes in and lives the values of the organisation
- Commitment to volunteers and young people, understanding their needs and a passion for supporting them to be the best
- Keen to ensure responsive and genuine engagement with internal and external stakeholders which will both challenge and support
- Shows calmness under pressure
- Passion for inclusion and improving experiences for all
- A strong sense of accountability and empowerment in a values based culture
- Open, confident and collaborative with the willingness to challenge constructively and to receive challenge
- Able to maintain an up-to-date knowledge and technical competency



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 pays 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 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

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](#).

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 31 October 2021, Midnight.

Interviews will be held week commencing 15 November 2021.

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



**INVESTORS
IN PEOPLE**

Gold
Until 2022



Scouts