

**We need
people
who are
great with
people.**



Applicant Information Pack

Head of Scout Adventures



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Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Commissioner



Matt Hyde, Chief Executive

'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'

Carl Hankinson, UK Chief Commissioner



Scout Ambassador, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levy Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

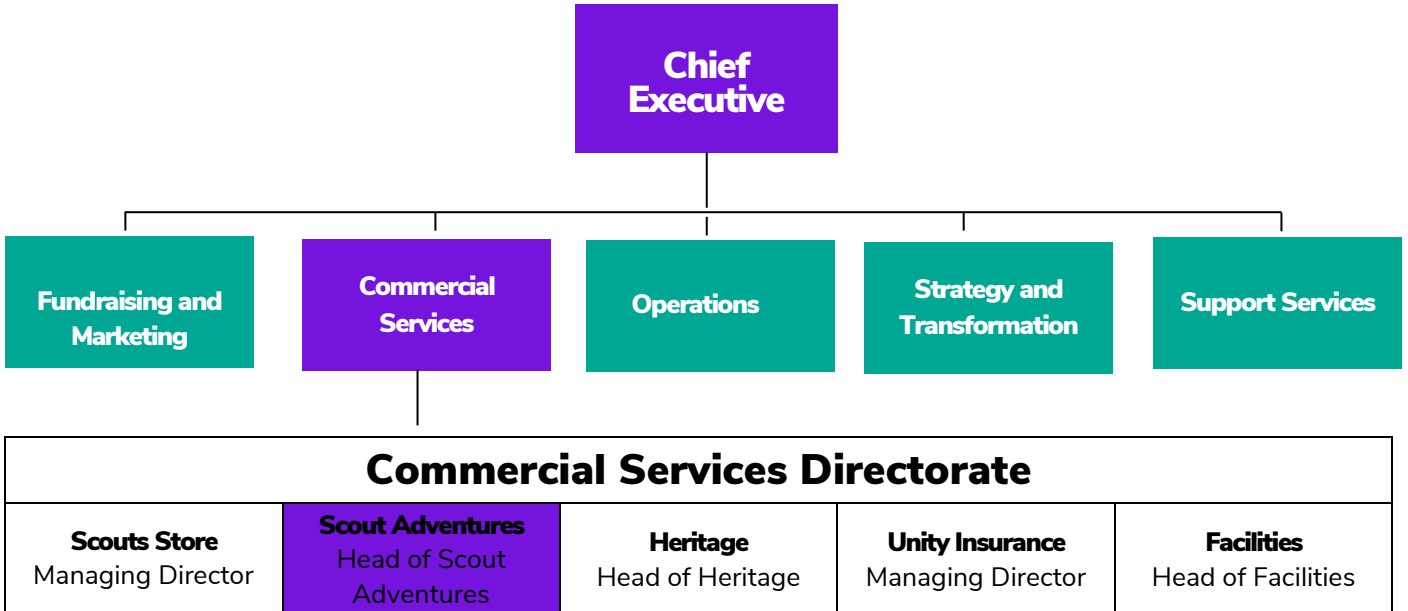
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go camping)
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- Be part of a team that believes having fun is important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working.

Want to know more?

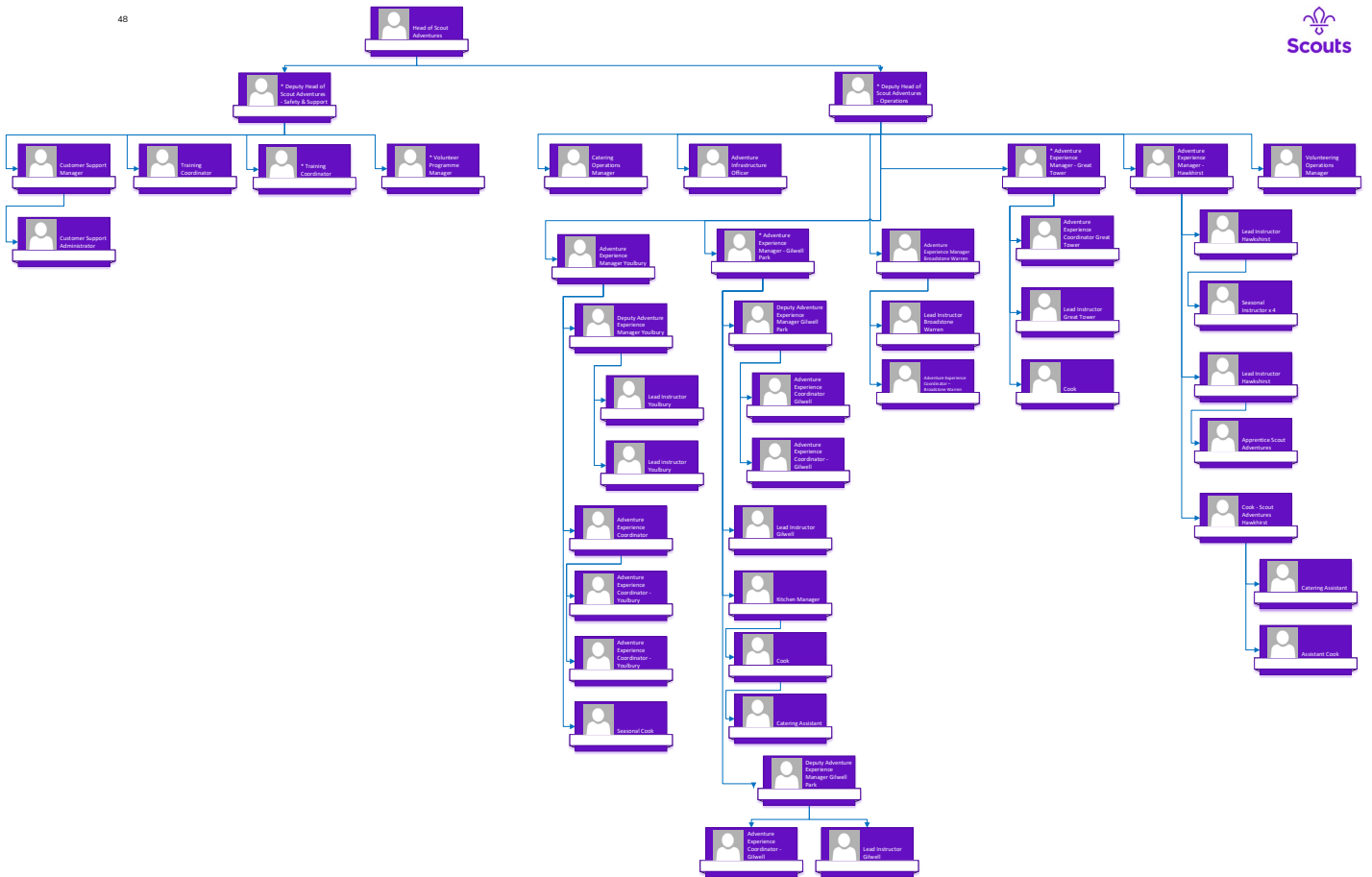
Check out our [benefits page](#)

How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



Scout Adventure Team Structure:



We're the Scout Adventure Team.

We're doing well, but we now need a brilliant leader who can move us into our next exciting phase of our development.

Scout Adventures exists to provide safe spaces for young people to take part in adventures which challenge and inspire them. At the heart of what we do is the Scout method - with experiences built around team work, spending time outdoors, camping, leadership and, and taking responsibility for yourself, each other and the environment. As custodians of the places we manage, our mission is to enhance the environment in which we operate at the same time as enriching the lives of our people and our visitors. We help people have brilliant days and nights away and develop skills for life by offering safe, challenging and exciting experiences.

We are now looking for a brilliant new leader to develop Scout Adventures into the future. After a period of consolidation and then resurgence after the pandemic, the opportunity is there to drive the business forward both in terms of its product and its financial contribution to the wider work of the Scouts. You'd need to work very closely with volunteer leaders in the Scout movement and other HQ colleagues to analyse and assess the options for development and then drive changes forward. The Scouts' brand and the expertise we have in delivering adventures means you'd be starting in a strong position – but we need your creativity, business acumen and leadership to take us further.

Do make contact for an informal chat – or I look forward to receiving an application from you.

Mark Hislop
Executive Director of Commercial Services



About the role

Responsible to:	Director of Commercial Services
Department:	Scout Adventures
Base Location:	Homebased or Hybrid (location is based at Gilwell Park)
Role supports hybrid working:	Yes – click here for further details
Term:	Permanent
Salary:	Band I - £62,000 per annum
Hours:	40 hours per week
Line Management Responsibility:	Deputy Head of Scout Adventures (Operations) Deputy Head of Scout Adventures (Safety and Support) Customer Experience and Engagement Manager
Budgetary responsibility:	Total annual income across centres of £5m Cost Centre Responsibility of £4.5m Capital Projects as required
Internal Relationships:	Heads of business units across the Commercial Directorate, , Executive Leadership Team members, Leadership Forum Members and all Association staff, relevant Countries staff and volunteers.
External Relationships:	Partner Centres and their respective governance bodies, Key suppliers and customers and relevant sector bodies
DBS:	Enhanced

What's expected?

The purpose of this role is to lead our Scout Adventure centres across the UK and to design and develop a new strategy and business plans for future growth and development of the business.

Key accountabilities

- In collaboration with the movement and HQ colleagues, designing, developing and implementing a new strategy for the future of Scout Adventures – focused primarily on growth and new product/service areas, particularly focused on Scout Adventures Gilwell Park
- Ensuring that Scout Adventures remains commercially sound whilst ensuring that our charitable objectives remain at the heart of what we do and our values underpin all activities

- Leading the delivery of plans for implementation of the current objectives and later those contained within the new strategy
- Responsible for the safe delivery of all Scout Adventures operational activities, ensuring that risk assessment and safety/safeguarding procedures are fully adhered to
- Ensuring that the Scout Adventures operation is staffed with appropriately experienced and motivated people, including the paid staff team and international and other volunteers
- Leading the team to deliver excellence in customer service
- Maintaining an excellent understanding of the Scout programme and adult training scheme as well as the education audience to ensure that needs are being met or identifying gaps in our products to inform future product
- Representing Scout Adventures/The Scout Association externally, e.g. at networking events, conferences and exhibitions to enhance and strengthen the organisations profile and engage with the relevant outdoor sector bodies.
- Maintaining an awareness of external factors (including competitors, changes in education and youth work) which may impact the business.

About you

Skills and abilities

- Strong collaborative leadership skills and experience, with proven strategic aptitude
- Credible and confident communicator, able to influence at all levels, externally and internally
- Gravitas, with the ability to build strong external relationships to enhance and strengthen Scout Adventures profile
- Innovative, entrepreneurial, commercially astute with sound business judgement
- Ability to think creatively and solve problems
- Ability to prioritise, demonstrating first class organisational and time management skills in order to achieve results within deadlines
- Self-motivated with the ability to work proactively using own initiative.

Knowledge, experience and qualifications

- Demonstrable track record and significant leadership experience gained within a relevant organisation
- Extensive knowledge and understanding of the outdoor/sport/leisure or education sectors
- Experience of developing business plans and strategic direction in a competitive field
- Knowledge and understanding of future trends in the industry and of developing business strategies to deliver
- Knowledge of Scout Movement or of volunteering more broadly

Personal qualities

- Commitment to the values of the Scouts
- Mature and personable approach
- Committed to own development as a leader
- Hands-on approach with a 'can-do' attitude
- Highly energised and motivated
- Passionate about achieving high levels of excellence and customer service

Other essential criteria

- Driving Licence

How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application via the Smartsheet link on [our jobs page](#) by 9am on 18th August

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Interviews will be held online /in person on Friday 8th September 2023.

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact Lizzie Ridout (Mark Hislop's PA) to set up a call or virtual meeting. elizabeth.ridout@scouts.org.uk

