

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



# **Applicant Information Pack**

# **Application Support Analyst**



<b>Hello and welcome</b>	<b>3</b>
<b>What's in it for you?</b>	<b>4</b>
<b>How we're structured</b>	<b>5</b>
<b>The Transformation Team</b>	<b>6</b>
<b>The role</b>	<b>7 - 9</b>
<b>How to apply</b>	<b>9</b>

# 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 Volunteer



Aidan Jones, 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 Volunteer**

---



Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi 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)
  - When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
  - Be part of a team that believes having fun's 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?

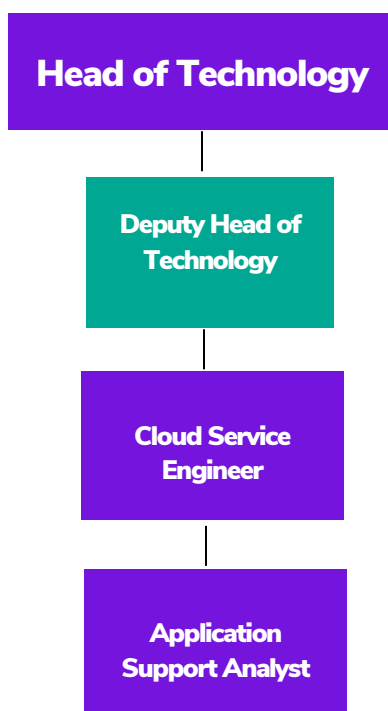
Check out our [benefits page](#)

# How we're structured

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



## Digital Transformation Team Structure:



# We're the Transformation Team.

## We're doing well, but you can help us do better.

The Scouts are in the middle of an exciting Digital Transformation. By 2025, our digital strategy will make volunteering for Scouts easier. It'll help volunteers carry out their roles in a more enjoyable way, allowing them to focus on the things that matter most, from delivering great programmes to running groups and supporting others. All this will empower our volunteers and staff from every background to create more opportunities for more young people to gain skills for life, helping deliver our strategy. We'll embed our digital principles into everything we do.

One of our key objectives is to make a step change in our work to embed data and insights in everything that we do. We are excited to create this new role which will help to put this work into practice, and we look forward to hearing your fresh ideas and to help us drive forwards best practice in data and insights, working very closely with our Safe Scouting team. The data and insights that you provide will be critical in helping to ensure that we can keep improving our processes for keeping young people safe in Scouting.

The Scouts recognise the high value of their data assets and are undergoing a journey to better utilise data and data analysis to serve the organisation's strategic goals. This role forms a key part of this transformation, enabling capacity to serve the current needs as well as plan and change for the future.

Our team is rapidly growing, and we're really proud of what we've achieved during the pandemic. We've we've got a lot more to do. We are a team who are confident in our areas of expertise but also open to learning, creative in practice, and always caring and supportive in our approach. Find out more about [the Transformation team](#).

This is a really exciting and pivotal role to help us deliver our organisation's Skills for Life Strategy, and to help us bring about digital transformation across The Scouts. We'd love to hear from you!



**Lara Burns**  
Chief Digital Officer

# About the role

<b>Responsible to:</b>	Cloud Services Engineer
<b>Department:</b>	Transformation
<b>Base Location:</b>	Gilwell Park, Chingford, London
<b>Role supports hybrid working:</b>	Yes – <a href="#">click here</a> for further details
<b>Term:</b>	Permanent
<b>Salary:</b>	£41,412.20 per annum, Band F, Level 3, inclusive of Outer London Weighting and Market Supplement
<b>Hours:</b>	35 hours per week
<b>Line Management Responsibility:</b>	None
<b>Internal Relationships:</b>	Project Management and Delivery Team
<b>External Relationships:</b>	External supplier for the Microsoft Dynamics 365 Project
<b>DBS:</b>	Basic

## What's expected?

As an Application Support Analyst, you will provide subject matter expertise in the appropriate, efficient and effective use of core TSA systems including, and primarily, the new Membership system.

You will be the main point of contact for support or training requests from staff across TSA at all levels and will take a lead on the development and management of guidance documentation for the entire staff and volunteer community.

You'll work closely with third party service providers as well as technical and non-technical colleagues so will need to have good communications skills with the ability to pitch the conversation at the right technical level. In addition, you will be responsible for systems testing of all updates and new releases so will have experience of following test scripts to ensure appropriate functional testing is carried out and bugs or issues articulated clearly.

To succeed in this role, you will be expected to manage and prioritise your own workload ensuring you meet project deadlines and achieve objectives, balanced with providing support withing the required timescales.

# Key accountabilities

- Configure user stories and implements technical support to TSA staff on the new Membership system (Based on Dynamics 365) and other core TSA products and systems as required
- Ensure support documentation such as guidance notes and training guides are accurate and kept up to date
- Provide training on a one-to-one or one-to-many basis as appropriate
- Carry out functional testing, reporting issues or bugs via the agreed channels
- Liaise with technical personnel in third party organisations, sharing information on test results, bugs etc
- Ensure faults and issues affecting multiple users are communicated in a timely manner, including details on impact, fault resolution timescales and workarounds (as appropriate)
- Occasional travel to other TSA group sites
- Any other duties as may reasonably be required

# About you

## — Skills and abilities

- Knowledge of, or exposure to, some or all technologies in use at the Scouts - including the Microsoft stack and related technologies
- Ability to work independently and manage own workloads, taking account of conflicting priorities
- Effective written and verbal communication skills, with the ability to translate complex problems clearly to non-technical colleagues, and in non-technical terms
- Ability to create and maintain clear and well-structured non-technical documentation
- Knowledge of industry standard IT best practices and IT technologies

## Knowledge, experience and qualifications

- Experience of working in an IT support environment
- Hands-on experience of supporting users in Microsoft products
- Dynamics 365 experience
- IT Service management Certifications such as ITIL



## Personal qualities

- A passion for delivering services to the highest possible standard with positive outcomes for our users
- A positive attitude to change, with the resilience and flexibility that is needed to deliver transformation
- Desire for continual development of technical skills to ensure the service continues to meet the needs of TSA staff and volunteers
- Self-motivated and driven
- Committed to owning queries and issues through to resolution
- An understanding and commitment to promote equal opportunities, safeguarding and diversity

## 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 application link on [our jobs page](#) by **11:59pm on Wednesday 27<sup>th</sup> November 2024**.

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 W/C 2<sup>nd</sup> December 2024.

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 [recruitment@scouts.org.uk](mailto:recruitment@scouts.org.uk) to set up a call or virtual meeting.