

We need experienced volunteering professionals who can bring expertise and creativity to our team.



Volunteering Executive

A key role within our Volunteering Transformation Team

Applicant Information Pack



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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 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?

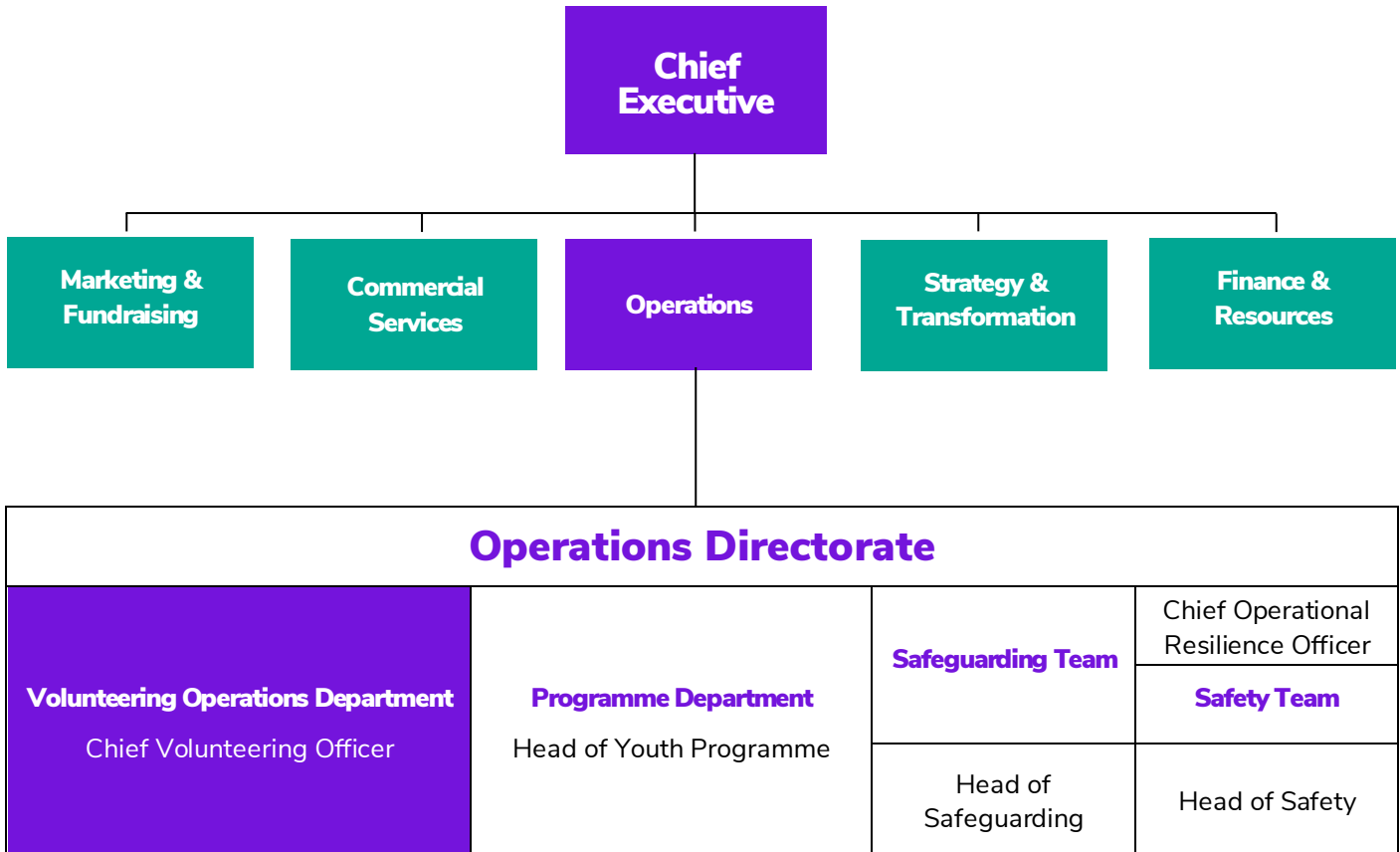
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays, rising to 32 days after two years, and we don't insist you go 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 at Gilwell Park, 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 Google offices with tents!) creating a great informal environment for meeting and working

Want to know more?

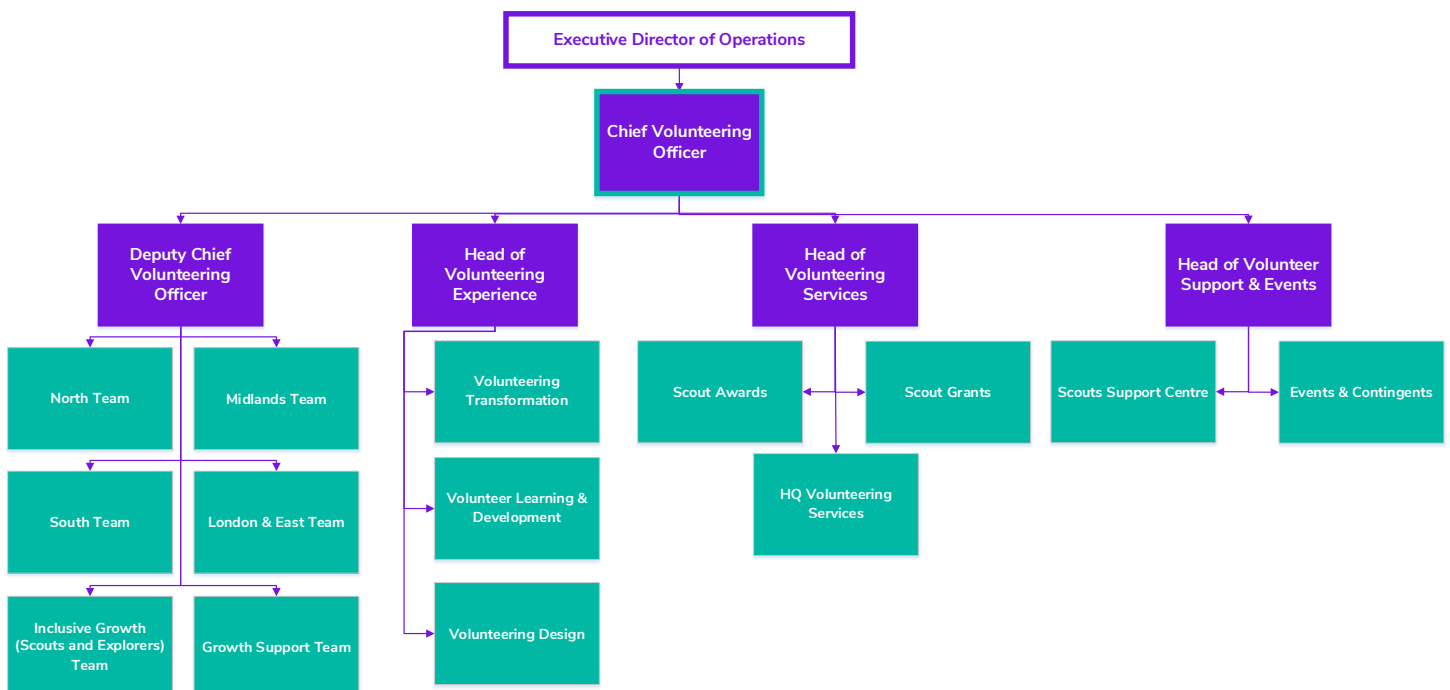
Check out our [benefits page](#)

How we're structured

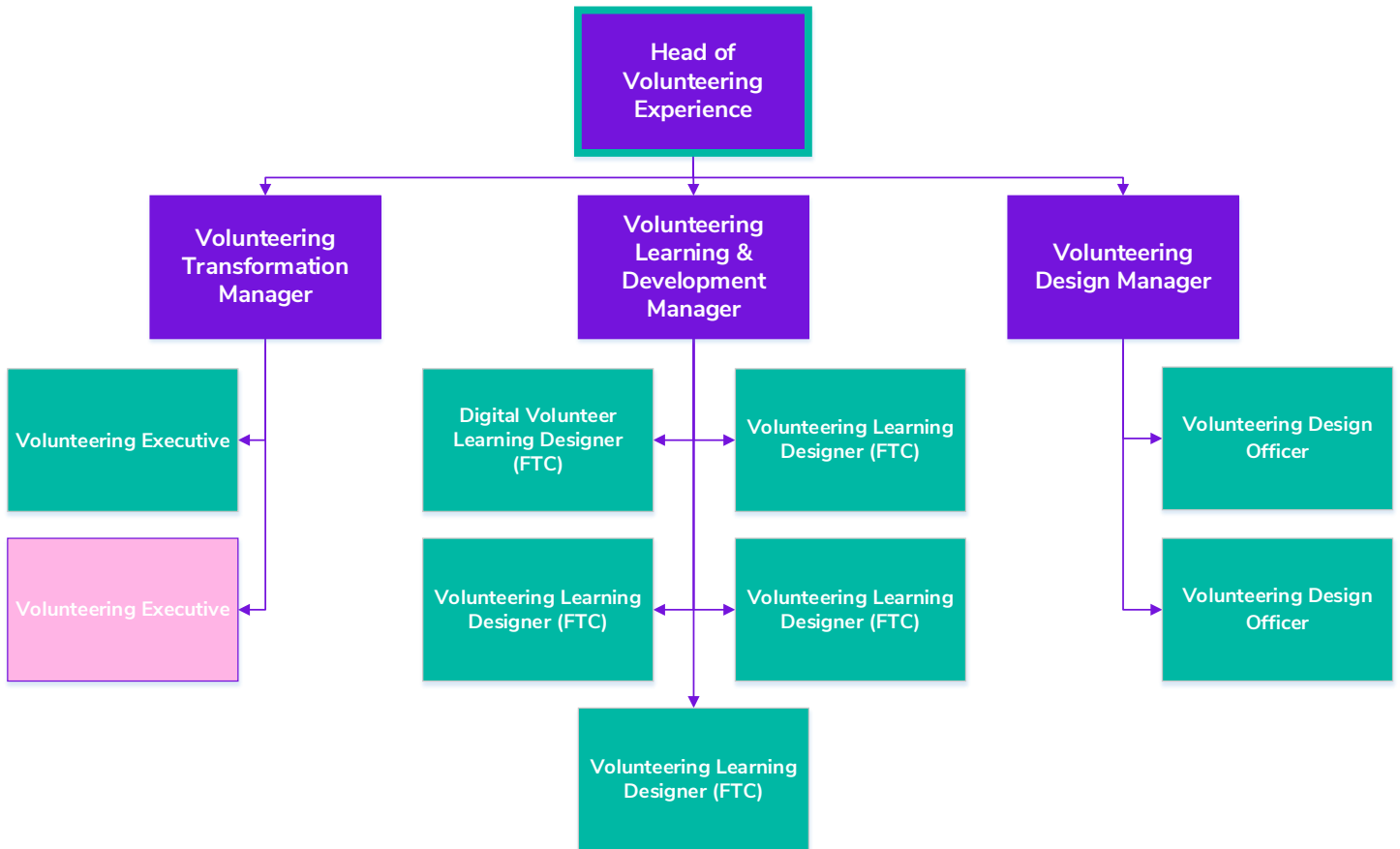
Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



Volunteering Operations Department Structure:



Volunteering Experience Team Structure:



Introducing the Volunteering Operations Department



Sam Morris
Chief Volunteering Officer

The Volunteering Operations Department is all about our volunteers and the volunteering experience. Comprised of three teams, we work collaboratively with staff and volunteer colleagues across Scouts' UK Headquarters to provide the resources, advice and services which drive inclusive recruitment and retention of volunteers and youth members for Scouts to grow across the UK.

We work in partnership with our UK Headquarters volunteer colleagues (Chief and Lead Volunteers, and Trustees) to provide the infrastructure and resources to ensure we provide a brilliant volunteering experience for our 140,000 adult volunteers who deliver Scouting activities to young people day in day out.

We are organised across three main teams; our Growth & Communities Team works on the ground across England to grow our membership by setting up new Scout Groups and support lead volunteers to be effective in their roles as well as coordinating our resources to support growth and Lead Volunteers across the UK; our Volunteering Services Team provides all of our front-line day to day volunteer services including our scouts support centre, grant funding for local Scouting, volunteer awards, support for our UK Headquarters volunteers as well as the national and international events that we manage at a UK level; finally our Volunteering Experience Team are responsible for the design and development of the way volunteering looks and feels at the Scouts, maintaining and producing key resources and policies, as well as leading our current transformation work to improve our overall volunteering experience.

If you're someone who loves to throw themselves into everything going on across the organisations you work for then the Scouts and specifically our Department is a great place for this, with such a wide variety of different work and activities going on all the time across our teams there are a lot of opportunities; from contributing to new ways of working, supporting at events we run and sharing knowledge and experience of working with volunteers with our wider staff and volunteer teams across the Scouts. We have a friendly and social team of people and we work hard to make sure our remote-based colleagues feel included and part of our wider team, whether that's through informal social activities or our regular face to face department days.

If you're looking for your next challenge with a team of talented, passionate and fun people, committed to making a difference for young people within a values-based culture then we'd love to hear from you.

The Volunteering Experience Team.

You can inspire our team to be the best they can be.

Our mission as a team is to improve the experience for volunteers; making volunteering with Scouts easier and more fun. This is so that we can attract more volunteers and our current volunteers want to stay; enabling more young people to gain skills for life.

At the moment, we're 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 improve the experience for every Scouts volunteer with new processes, digital systems, resources and more. If you want to join a creative team to be part of this, then you're looking in the right place!

To do this, we're delivering a programme of change focused on:

- Transforming the volunteer recruitment and joining process, making sure it is inclusive and welcoming
- Making sure that volunteer teams have the right support for the future, by ensuring we have the right volunteer roles responsible for the right things (introducing a new team based approach)
- Developing a new suite of engaging and useful learning experiences, ensuring it's easy to access and all our volunteers have the knowledge and skills they need to run safe and exciting programmes
- Creating a positive and rewarding volunteer experience for new and existing volunteers, to help them feel include, valued and motivated
- Making sure we have the right digital tools in place to support local volunteering to run smoothly
- Enabling more volunteers, from more diverse backgrounds, to be volunteering with the Scouts

Right now, we're in the delivery phase of this exciting, cross-department transformation programme, which kicked off in 2019. You can find out lots more about what we're up to [transforming the way that we volunteer at Scouts on our website](#). The Volunteering Executive plays a crucial role in working in partnership with volunteers and staff across projects and the organisation to design, implement and support our new processes and tools with our volunteers across the UK and beyond.

Once rolled out, we'll ensure continuous improvement of the experience keeps it relevant and attractive to drive retention; as well as helping to share and plan key volunteering initiatives for our next strategic period. We'll also continue to work closely with other teams across the organisation to help them understand the needs of volunteers and how these can best be met, supporting the design and implementation of wider products and services.

As a team, we're passionate about a few things:

- Giving our volunteers the best possible experience. One that really helps them be the best they can be in Scouts and beyond.
- Working directly and collaboratively with our volunteers as we design and develop tools, systems and support.
Being genuinely user and evidence led helps us respond to the need of volunteers (and potential volunteers) and make sure the tools we create really works for the people that need them at their fingertips!
- Having a working culture where we see each other as people, not just workers. Where we take care of each other. Where we really live the values of Scouts.

We look forward to welcoming you to our team!



Katie Miller (she/her)
Head of Volunteering Experience

About the role:

Volunteering Executive

Responsible to:	Volunteering Transformation Manager
Directorate:	Operations
Department:	Volunteering Operations
Team:	Volunteering Experience
Base Location:	Gilwell Park (Hybrid working) or Homebased
Term:	Permanent
Salary:	Grade F - £39,560 per annum (Gilwell based, inclusive of Outer London Weighting)
Salary:	Grade F - £37,800 per annum (homebased)
	If Gilwell Based contract the expectation would be to come into the office once a week plus one day a month for collaboration with the wider team.
	If home based contract, then expectation is once every 4-6 weeks according to business needs, scheduled meetings etc. and staff events etc.
Hours:	35 hours per week
Internal Relationships:	Volunteering Experience team, volunteers and teams supporting programme delivery, Volunteering Operations team, Volunteer People Team, PMO, Project Sponsor and project team members, Digital Transformation Team, Communications team and wider association staff and volunteers
External Relationships:	Counterparts in similar voluntary/third sector organisations, consultants and suppliers, potential funders
Regulated role:	Yes – a Basic DBS check is to be completed as per The Scouts Association's Recruitment and Selection Policy

The above list is provided for guidance only and is not an exhaustive list of all the contacts with whom the post holder may be required to liaise.

Core Purpose of the Role

The Volunteering Executive works as part of a team of volunteer and staff colleagues to design, develop and put into practice how we transform our volunteers' experience so that it is easier, more inclusive and more rewarding. This will help us recruit more volunteers, who better reflect the communities where they volunteer, and who enjoy a high quality and positive experience, so that we can provide even more young people with skills for life.

To achieve this, as part of our Skills for Life strategy, we have fundamentally reviewed how we attract, recruit, appoint, train, review, recognise and shape all of our volunteer roles and teams. We have started from scratch to design an approach, based on user research, which provides a great experience and makes the best use of digital technology.

This includes:

- Ensuring how we attract and support volunteers to join Scouts is easy, inclusive and welcoming
- Simplifying our approach to learning, offering a personalised and engaging experience for all
- Reviewing how we organise our teams, so the right roles are responsible for the right things, and we make the most of what everyone has to offer
- Making sure teams working directly with young people have the practical skills and knowledge to deliver a challenging and adventurous programme of activities
- Creating a positive and rewarding ongoing volunteer experience for new and existing volunteers

Key accountabilities

As part of the wider Volunteering Transformation and Volunteering Experience team:

- Lead on planning, co-creating and delivering new ways of working which support our work to transform the experience of Scouts volunteers
- Organise and support how we engage volunteers and potential volunteers in our transformation work, including recruiting participants, designing activities and working sessions, and testing, piloting and reviewing ideas and ways of working
- Work closely with the wider Volunteer Experience Programme team to ensure the overall volunteer experience is joined up, feeding into other relevant areas of work, communicating learning and insights, and identifying areas for collaboration
- Prepare for and support the roll out of new processes and systems, including creating resources and guidance to support volunteers and volunteer managers
- Work closely with wider teams across the organisation in particular Communications, Digital Transformation, Equity, Diversity and Inclusion, and Safe Scouting to coordinate effectively with wider transformation and change projects
- Work with partners from the voluntary sector and use good practice to influence the development of Scouts volunteer experience
- Work independently to lead on delivery of personal and relevant Programme objectives, maintaining a strong understanding of wider strategic objectives and our theory of change.

About you

Skills and abilities

- Great communication and people skills: able to build successful relationships, collaborate, influence and negotiate with others – including remotely/digitally, and with staff and volunteers together
- Great planning, organisation and time management skills: able to prioritise effectively across a range of different projects and tasks, make timely and informed decisions, and to balance the needs of a wide variety of people and teams
- Able to apply effective project management good practice to support teams to achieve their goals and respond to challenges effectively
- Able to facilitate effective, inclusive meetings and working sessions both face to face and digitally
- Able to review, analyse and share detailed information in a way that is accessible and appropriate for each situation or audience
- Able to work in a proactive and autonomous way within the given team and programme structure
- Able to use different technology, digital and online collaborative tools (e.g. Microsoft Teams, Mural) to support work activities, meetings and working sessions

Knowledge, experience and qualifications

- Experience of working with volunteers
- Experience of creating and putting into action what's needed for a great volunteer experience, including: volunteer roles and teams, recruitment, induction, learning and development, recognition and ongoing support of volunteers and volunteer managers
- Understanding of the needs of young people and volunteers in a non-formal education setting
- Experience of measuring the impact and effectiveness of new and current ways of working
- Experience of leading and delivering complex projects with a wide variety of people and teams, particularly in a multi-site or federated organisation
- Experience conducting and using user research to develop innovative solutions to problems
- Good understanding of current volunteering trends, challenges and good practice

Personal qualities

- Committed to volunteers and young people and to living the values of Scouts
- Committed to working collaboratively and supportively as part of a diverse, inclusive team of staff and volunteers
- Open, confident and collegiate with the ability and willingness to challenge constructively, and to receive challenge, and to work effectively at senior levels internally and externally
- A role model who promotes high standards of integrity and commands trust and confidence from others
- Able to maintain an up to date knowledge of technical competency areas and take a proactive approach to self-development and performance improvement

Other essential criteria

- Able and willing to work frequent evenings and occasional weekends (approx. 6 weekends or part-weekends per year). Time off in lieu is given for agreed hours worked outside of usual working pattern.

How to apply

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

Please submit an online application via our website <https://www.scouts.org.uk/about-us/jobs/>

Application deadline: 23:59pm on Sunday 11th August 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 online on Thursday 22nd August or Tuesday 27th August 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 Katie Miller at katie.miller@scouts.org.uk to set up a call or virtual meeting.

