

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



# **Applicant Information Pack Chief Resilience Officer**



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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 Volunteer



Aidan Jones, Chief Executive

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**'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**

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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?

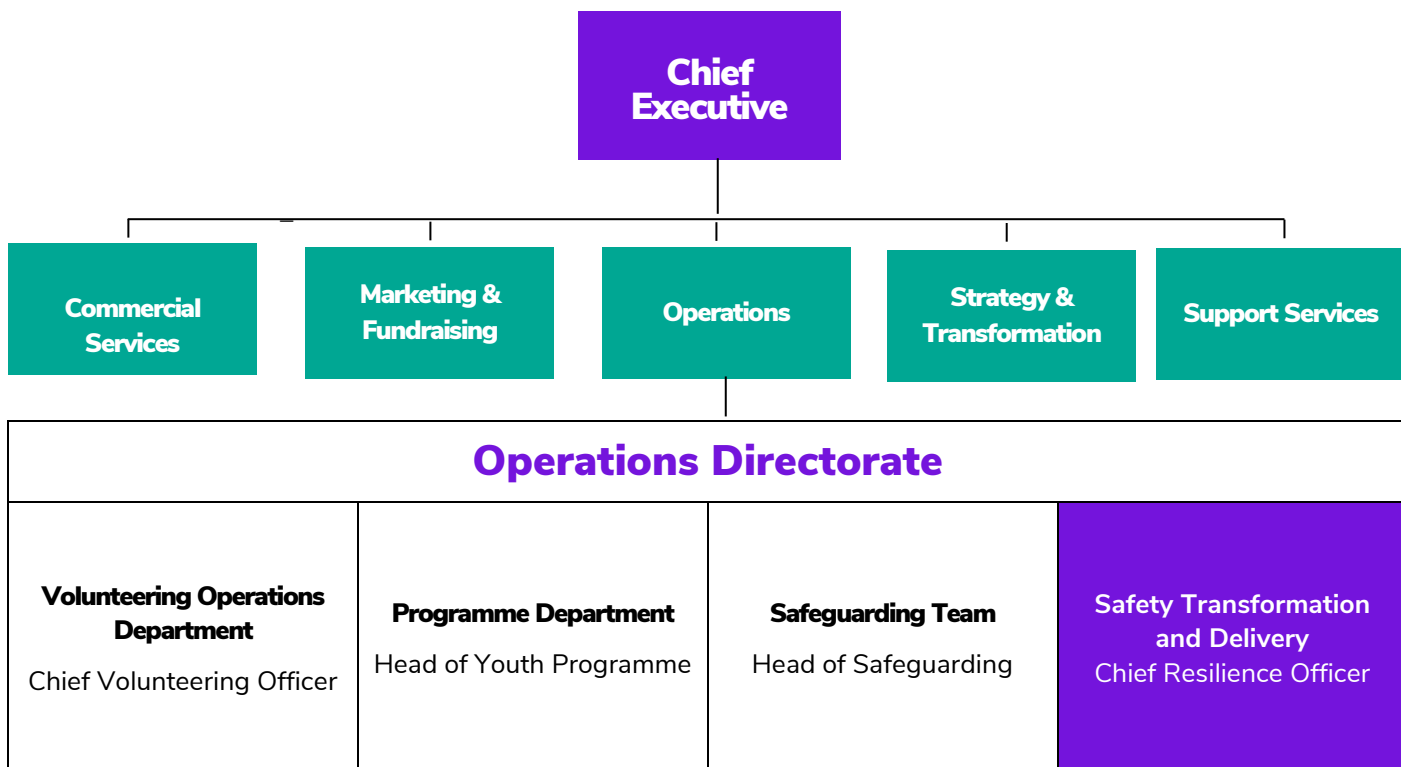
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go 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 – this'll be opening soon

## Want to know more?

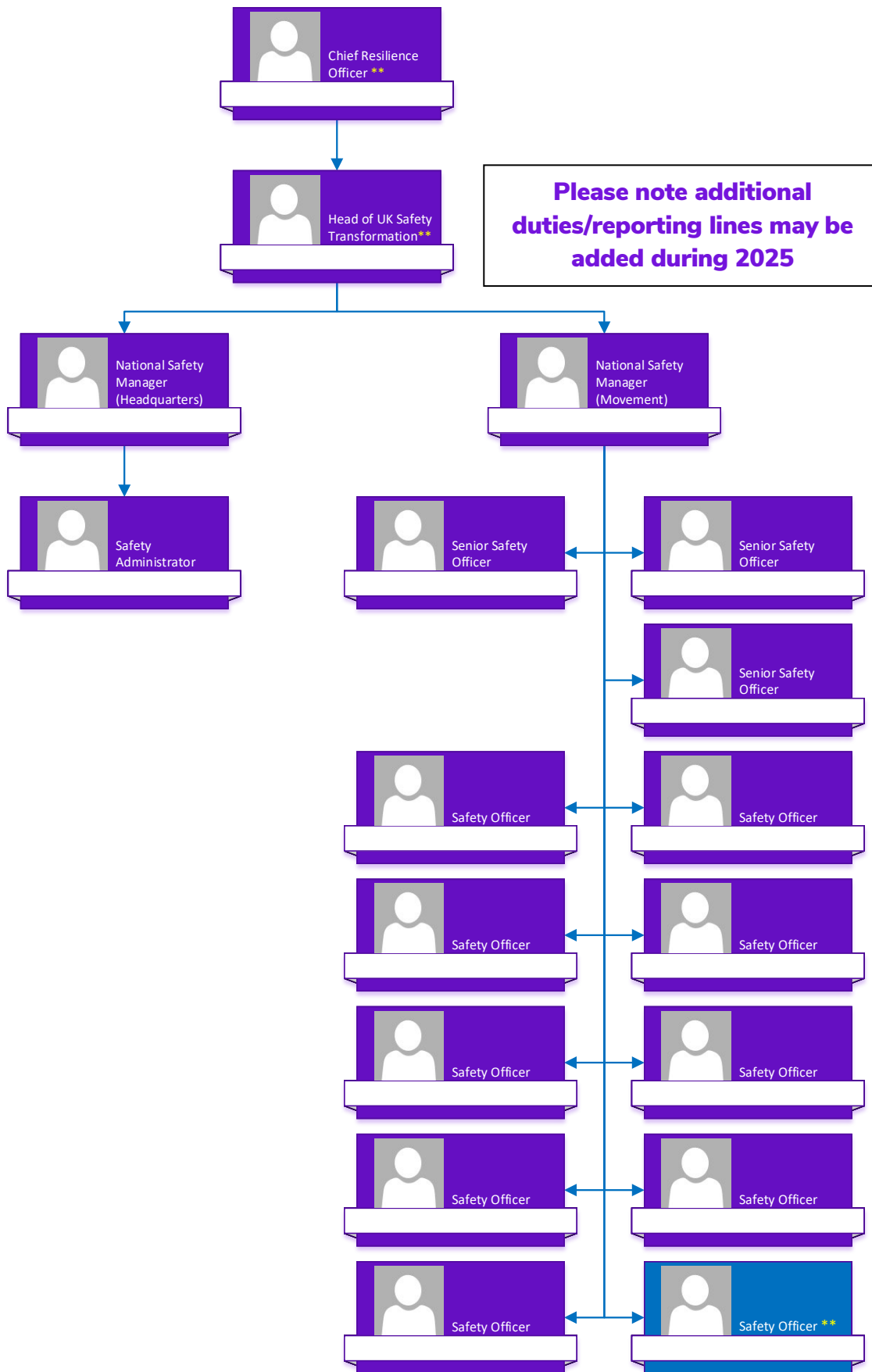
Check out our [benefits page](#)

# How we're structured

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



# Safety Team Structure:



## Background to this Role

This is a new permanent role which we have designed to create substantial senior capacity to lead the transformation work we need to undertake, principally in the areas of safety and operational risk. Across 2025 we have undertaken a widescale review of our practices and, although we have already identified a range of clear and comprehensive actions which we are already starting to implement across the UK scouting movement, there remains much more to do – both in terms of design and policy as well as implementation on the ground. With scouting being delivered by local volunteers across the country every week of every year to thousands of young people, the opportunity for real change is significant and will be felt by generations to come. Our commitment to change and the drive to do this is a commitment from our Board and is felt across the movement.

The post-holder will focus on that work, particularly in the short to medium term, but also will be responsible for developing our organisation-wide approach to risk and resilience.

So, we're looking for someone with considerable experience in this area of work – gained in an organisation of similar complexity and scale and with strong experience of working within and alongside volunteer leadership. High level leadership skills will be a given, but also the ability to work collaboratively in a complex decision making structure and to inspire colleagues to achieve transformational change is required.

The challenge is significant – but so are the rewards. The Scouts is a brilliant organisation with extraordinary depths of expertise and passion, so you'll enjoy making a real difference in a collaborative and innovative spirit with executive and volunteer colleagues alike. Additionally, Scouts is simply a great place to work – committed as we are to developing our leaders and the wellbeing of our staff, with significant benefits and flexibility in working arrangements.

**We hope to receive an application from you.**



**Matt Killick**  
**Executive Director of Operations**



# About the role

<b>Responsible to:</b>	Executive Director of Operations
<b>Department:</b>	Operations
<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>	£87,000 per annum – Band I
<b>Hours:</b>	35 hours per week
<b>Line Management Responsibility:</b>	Head of UK Safety Transformation
<b>Internal Relationships:</b>	Executive Leadership Team, Portfolio Management Leadership Forum, UK Leadership Team (volunteers), Board, Safety Committee, Health, Safety & Welfare Committee
<b>External Relationships:</b>	External providers, regulators
<b>DBS:</b>	Basic



# Role Summary and Purpose

The purpose of this role is to ensure that the Scouts meets its legal, regulatory and policy obligations in respect of the safety aspects of operational delivery across our movement in order to achieve the highest possible standards of safety and compliance for young people and volunteers. Building on our early work to transform our approach to safety, the post-holder will lead and develop our transformational plans, culture and approach to achieve a step change in our practice. The focus will be on providing proactive and early support, and also identifying, mitigating, monitoring and managing our most significant operational risks. In partnership with senior HQ volunteers and colleagues, the post-holder will be responsible for leading to continually development our operational safety policies, frameworks, critical business processes and practices so that they are best in class. This will include horizon scanning to enable the organisation to identify, mitigate and manage future risks and requirements.

The Chief Resilience Officer will manage the Scouts' safety function with reference to employed staff, adult volunteers and young people, overseeing the provision of advice and the management of risk. They will establish mechanisms for reporting on compliance and quality improvement.

This is a new role within Scouting. As we continue to review and iterate our approach to safety across all of our activity and delivery areas including day to day delivery and large-scale events both domestically and internationally, the Chief resilience Officer does and will further play a leading role in these vital areas.

## Key accountabilities

- Contribute to the organisation's strategic and operational plans and to the leadership of the Operations Directorate
- Design, lead, develop and implement the Scouts' transformation plans in respect of safety across the Scouting movement
- Improve and monitor success measures
- Report to internal committees and external partners and regulators using high quality communication, data and evidence
- Ensure that effective safety standards are continually developed and that practices are directly and positively impacted through such standards.
- Deputise for the Executive Director as required
- Any other duties commensurate with the responsibilities of the role

# About you

## Skills and abilities

- A leader with the ability to contribute to the organisation's wider strategic and operational plans and to the leadership of the Operations Directorate
- The ability to design, develop and implement strategic and operational plans in own sphere of responsibility
- Extensive knowledge of complex operational activity with associated risks in a dispersed service environment
- Robust understanding of health & safety legislation, good practice and the expectations of external regulators
- Deep knowledge and understanding of both organisational and local risk management practices
- Able to represent the Scouts credibly with external partners and regulators
- The ability to form effective partnerships with senior volunteers, external organisations and colleagues
- Well developed people management skills

## Knowledge, experience and qualifications

- Experience in a similar senior role in a large and complex organisation
- Significant senior experience of achieving change in operational delivery in an environment with a high risk profile
- Experience of leading the identification and mitigation of risk in a relevant sector
- Experience of working alongside Volunteer leadership
- Experience of identifying, measuring and analysing key performance indicators
- Experience of successfully leading and motivating teams
- Experience of working with and reporting to Committees, Trustees and senior external stakeholders
- Knowledge of how to deliver change and improvement in the context of volunteer-delivered operations
- A good understanding of ED&I and how to drive inclusive ways of working in operational services

## Personal qualities

- A commitment to the values of the Scouts and the ability to lead in accordance with those values
- A high level of personal integrity
- A commitment to ED&I in operational activity and personal interactions
- Proactive and innovative

# 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 jobs page 11:59pm on 19 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 via Microsoft Teams in week commencing 2 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.