

UK HQ Volunteers – Processes and Guidance

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Search and Appointment Process for HQ Volunteer Appointments

For recruitment, please follow the HQ Appointments Process checklist, which outlines this in full, including guidance notes and a breakdown of where HQ will support in the process. The following process is to be followed from the 1st September 2023. This process enables an open, transparent, fair and competitive process to take place for these roles.

The following roles are classified as ‘UK HQ’ roles, and therefore must follow the guidance within this document:

- County/Area/Island Commissioner
- Regional Commissioner and Assistant Regional Commissioners (England and Wales)
- UK Commissioners and Deputies
- International Commissioners and Deputies
- Deputy UK Youth Commissioners
- Chief Commissioners
- Branches Commissioners
- BSO Area Commissioners
- National SASU Managers and Coordinators
- Contingent Leader, Deputy Leaders, Management and Support Teams
- Country Training Commissioners
- Independent Members of Committees to the Board

- Sub-Group Chairs and Members of Committees to the Board.
- Programme Sponsors and Board Members
- Project Sponsors and Board Members

For more information, please see the roles table in POR.

However, all appointment processes at headquarters are required to be fair and transparent.

For new/replacement appointments

We advise between 8-12 weeks for the process to be completed

Stage 1 – Advertising and Recruitment

Please allow at least 4 weeks to follow this section of the process. We advise at least 2 weeks for online recruitment.

When looking to appoint an individual to a vacant position, the following should be followed as the first steps to appointing a volunteer:

1. Define role description and check appointment requirements.
2. Alert the HQ Volunteer Support Team to the vacancy by completing the initial vacancy form. This form will send you a link to a resource centre, with all of the resources and guidance you'll need to carry out the recruitment process, including a step by step guide, with notes and advice for the areas UK HQ will support.
3. If this is a brand-new role, the initial vacancy form will ask for further details on the reason and purpose for the role, cost centres and budget approval, benefits of the role, and the impact if not created and filled.
 - a. At this stage, a new role requires approval from the Chief Volunteering Officer and the UK Commissioner for People before the rest of the steps within Stage 1 can be carried out. We will be in touch to confirm the role once approved.
4. Identify the advertising methods available and generate the applicant pack
5. Identify the selection panel that contains a gender balance, young person aged 18-25 and ethnic diversity that's reflective of the community that the role serves. We recommend at least 3 people on the panel, but around 6 to be part of a successful search group
6. Agree the timeline of the vacancy with the selection panel
7. Identify the selection criteria for the vacancy and outline the methods to be used for the selection process.
8. Submit the HQ Volunteer Appointments - Recruitment Plan to the HQ Volunteering Services Team for information.
9. The HQ Volunteering Services Team will check the plan and raise any initial queries or questions and then arrange to upload the vacancy onto the national website, Charity Jobs and create the application and nomination forms.

The team reserves the right to provide feedback and suggestions to the recruiting line manager, although this will not hold up the advertising process.

10. Volunteer Line Managers and search groups are then able to share and promote the vacancy and outreach to as many people as possible.

Stage 2 – Selection

Please allow 2-3 weeks for this. Following advertisement of the vacancy and after reaching the closing date, the following steps should be undertaken:

1. Applications are received
2. Selection panel shortlist candidates
3. Selection panel check shortlisted names with the HQ Volunteering Manager. Please allow up to 7 days for us to complete this part of the process.
4. Once vetting is confirmed, the line manager informs the applicants whether they've been successful/unsuccessful for selection. At this stage successful candidates are strongly encouraged to discuss the role with their current line manager.
5. Selection panel to provide feedback for unsuccessful applicants at shortlist who applied.
6. Selection panel undertake the selection event following the process outlined in the recruitment plan.
7. Selection panel discuss and come to a decision on the successful candidate/s and agree feedback for unsuccessful candidates.
8. Inform successful candidate/s of the outcome of the selection process

Stage 3 – Appointment

Following the success of the selection process undertake the following steps:

1. Inform unsuccessful candidates and offer the successful candidate(s) the position. Agree that either the recruiting line manager or the successful candidate informs their current Scouts line manager.
2. Request references from the successful candidate and begin the DBS process if applicable.
N.B. where a disclosure is required for UKHQ/England and Wales roles, the individual must complete a DBS, regardless of if they have a valid disclosure in Scotland or Northern Ireland or overseas.
3. Inform the HQ Volunteering Services Team of the final outcome using the 'Update Request' email that was sent in response to your recruitment plan.
4. The HQ Volunteering Officer will update roles as required on Compass (and process the DBS paperwork where required)
5. The new volunteer will be provided with a Training Adviser by the Manager of UK Training Advisers (where applicable).
6. HQ Volunteering Services Team to provide initial induction pack.
7. Line Manager supports the successful candidate through their welcome conversation and induction.

For interim appointments

As per POR Rule 16.6.2, If you are appointing an interim Commissioner, please let HQ Volunteering know:

- The end date for the current Commissioner
- The start date for the interim Commissioner
- The end date for the interim role
- The proposed date to start recruitment to the full role

You must arrange a full recruitment process within 6 months of the interim appointment.

Where an interim appointment is expected to last more than 3 months, HQ will arrange for a new starter form to be completed, to organise the relevant IT, uniform and name badges as required.

UK HQ Volunteer Appointments processes

With the disbanding of the HQ Appointments Advisory Committee on 1st September 2023, the People and Culture Committee agreed that responsibility and accountability for UK HQ Appointments would move from the Chair of the HQ Appointments Advisory Committee to the Chief Volunteering Officer and the UK Commissioner for People (and their delegated team).

The Chief Volunteering Officer and the UK Commissioner for People have agreed the following provisional updates to the following topics, where POR refers to the HQ Appointments Advisory Committee:

- Review Process
- Ending a role
- Suspensions
- Appeals relating to appointment changes

This is all aligned with the changes and agreements with the wider volunteer movement around these topics.

These are provisional changes for further comment but will be enacted where required in the interim until the next version of POR is published, or amendments are made upon further comment; whichever is sooner.

Review Process

POR Rules 16.3.1, 16.3.2 and 16.3.3 still apply.

16.3.3.4: This remains unchanged. The Appointments Secretary is the HQ Volunteering Officer.

The review process takes place as normal with the line manager and volunteer. Follow the process as usual for informal review. For formal reviews, line managers will record the details of the review and the outcome on the Appointment Review Form, which is agreed and commented on by the volunteer, which is then given to the HQ Volunteering Officer to update the member's record on Compass.

More about the Review Process can be found [here](#).

Ending someone else's role

As per POR Rule 16.5.2:

16.5.2.1 A role must be ended in the following circumstances:

- a. the relevant Trustee Board passes a resolution to end the role. In these cases, there is no obligation for the Trustee Board to state its reasons.
- b. the role is in a scout unit or section that has closed
- c. a formal review under Rule 16.3.3 has led to a decision to end the role

In rules 16.5.2.2, and 16.5.2.3, the 'Appointments Chair' role is carried out by the UK HQ Volunteer Support Team Leader (volunteer) and HQ Volunteering Manager (staff), working together (or the relevant line manager where these roles are vacant)

Rules 16.5.2.4 - 16.5.2.7 remain unchanged.

Suspensions

POR Rules 16.4.2.1 - 16.4.2.9 (inclusive) and 16.4.2.11 - 16.4.2.15 (inclusive) still apply to HQ appointments and that process should be followed.

If a volunteer is suspended, at least two Commissioners need to be involved in the suspensions process. The first Commissioner suspends the volunteer, and the next Commissioner upwards authorises the suspension (authoriser).

Deciding the outcome of the suspension

This is the only change within the suspensions chapter of POR.

If the volunteer was suspended due to no valid disclosure or uncompleted learning, they will be automatically reinstated when they submit a disclosure or complete the learning.

In relation to rule 16.4.2.10:

As per the guidance for Early Adopter Counties (upcoming October edition of POR):

For all other reasons, the authorising Commissioner (consulting with relevant line managers or Commissioners, as appropriate) decides the suspension's outcome:

- re-instates the role
- modifies the role
- ends the role (Rule 16.5.2)

The authoriser's decision is final in all circumstances. There's no right to appeal against this process.

Appeals

At UK Headquarters, the following is the agreed process for UK HQ appointment related appeals, following the steps outlined in POR. Where reference is made to the Appointments Committee, and the Appointments Committee Chair, this is to be replaced with UK HQ Volunteer Support Team Members and UK HQ Volunteering Support Team Leader with HQ Volunteering Manager. Where either of these roles are vacant, the relevant line managers will act as the UK HQ Volunteering Support Team Lead, and they will designate a suitable HQ volunteer, independent of the team and line manager from which the volunteer is part of, to act as the independent party.

16.5.5.1 - Unchanged

16.5.5.2 - Unchanged

In reference to Rule 16.5.5.3: To appeal the non-approval of a role or the ending of role(s), the individual must contact the HQ Volunteering Manager within 14 days of being notified of the decision.

16.5.5.4 - Unchanged

In reference to rule 16.5.5.5: The individual, the UK HQ Volunteer Support Team Leader, HQ Volunteering Manager, and a member of the UK HQ Volunteer Support Team (or another independent person as appropriate) should meet. If the appeal is for non-approval of a role, the member of the UK HQ Volunteer Support Team should not have been involved in the original appointment. This meeting is to allow the individual to explain the problem with the process and to try and agree on a resolution. The UK HQ Volunteer Support Team Leader and HQ Volunteering Manager must ensure that all attendees and the relevant commissioner are provided with the outcome of the meeting in writing.

Where there is no UK HQ Volunteer Support Team Leader or HQ Volunteering Manager in post, the line managers for these roles will act in these capacities.

In reference to rule 16.5.5.6: The individual may make a final appeal, if not satisfied after the first step, by contacting the Chief Volunteering Officer and the UK Commissioner for People within 14 days of notification of the first step's outcome.

Where there is no Chief Volunteering Officer or the UK Commissioner for People in post, the next appropriate line manager for these roles will act in their place.

Where this is the same person as above (for example, if the UK Commissioner for People has acted as the Team Leader), this will default to the next appropriate line manager.

In reference to rule 16.5.5.7: The Chief Volunteering Officer and the UK Commissioner for People may decide an investigation is required. If so, up to three HQ Volunteers (from within the UK HQ Volunteer Support Team, or other appropriate HQ volunteers) with no previous involvement with the appointment will be asked to conduct the investigation and provide a confidential report to the Chief Volunteering Officer and the UK Commissioner for People.

In reference to rule 16.5.5.8: Although the report itself is confidential, it is important that any action points recorded in the report are actioned promptly. Where necessary this will require that actions (and the context of the actions) are appropriately shared by the Chief Volunteering Officer and the UK Commissioner for People to ensure prompt delivery of each action.

In reference to rule 16.5.5.9: The decision of the Chief Volunteering Officer and the UK Commissioner for People's is final and must be provided in writing to the individual and the relevant commissioner. There is no further right to complain or appeal, through any process.

This process and guidance document has been reviewed and agreed on 8th September 2023 by:

Sam Morris

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Chief Volunteering Officer

UK Commissioner for People