

## Local Go-Live Support Team Description

### Local Go-Live Support Team - Purpose

The Volunteer Experience transformation will mean changes to the ways of working for many of our volunteers. It is important to set the context that the changes comprise a set of cultural changes – developments and improvements in the way that we attract and retain volunteers.

There are several cultural changes that need to be progressively developed over the next 12 to 24 months. These include our Volunteering Culture, Welcom(ing) Culture and Learning Culture.

These cultural changes are supported by a new digital system which will simplify volunteering and provide new ways of working so that volunteers can spend much more of their available volunteering time on programme delivery (or supporting programme delivery) rather than administration tasks.

For a short period after migration this will likely lead to an increased number of questions from volunteers, and many of these will need a local answer and so are not appropriate to direct to the HQ Support Centre.

### Local Go-Live Support Team - Structure

The appropriate structure will vary from County to County, so build this to best support **your** volunteers.

For example, you might consider:

- Incorporating this into your County's pre-existing teams and support channels
- A central inbox for volunteers to send queries to
- Setting up WhatsApp/Facebook Groups
- Page(s) on the County/District website which signpost to support available

It will be useful to have people who know current local Scouts processes in your County and its Districts, and how those processes will work locally after the new digital system goes live. Some people who would quickly become comfortable using the new system will also be useful.

This could be made up of your local transformation team, those who have helped test the system and any digital champions you have in your area and others.

## Local Go-Live Support Team Description

### Local Go-Live Support Team - Tasks

#### Tasks the team needs to undertake individually or collectively:

- Provide the first line of support for local volunteers to get advice to resolve 'how to' queries using knowledge to support both the local processes used by our volunteers, and questions about the new digital tools that support those local processes.  
[Note that this will require all volunteers in your County to be briefed to use the local support routes rather than sending all/most queries to the HQ Support Centre.]
- Signposting volunteers to pages on the Scout website or to the [Digital Skills Tool](#) and Digital Champions to provide support
- Enabling people to utilise the new digital systems and understand the changes in local processes
- Identifying issues raised within the County that need referring to the HQ Support Centre
- Receive and manage local referrals from the Support Centre

*In the weeks prior to migration UKHQ will provide a briefing for members of these teams to support their preparations for migration.*

### Example Questions

#### Local Scouting Changes

- Who do I talk to about how learning will work in future?
- How are we handling permit applications?
- How can I use accreditations locally?
- Are we using the new NAN process?

#### System Advice

- How do I login to the new system?
- How do I update my personal details?
- Some of my data was right on Compass but not on the new system
- Where do I find my learning or my awards on the new system?