



We need leaders who can inspire our team so we can provide more young people with skills for life.

Volunteering Learning & Development Manager

A leadership role within our Volunteering Experience Team

Applicant Information Pack



Hello and welcome	3
What's in it for you?	4
How we're structured	5-6
The Volunteering Operations Department	7
The Volunteering Experience Team	8
The role	9-11
How to apply	12

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



Mark Hislop, Interim 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?

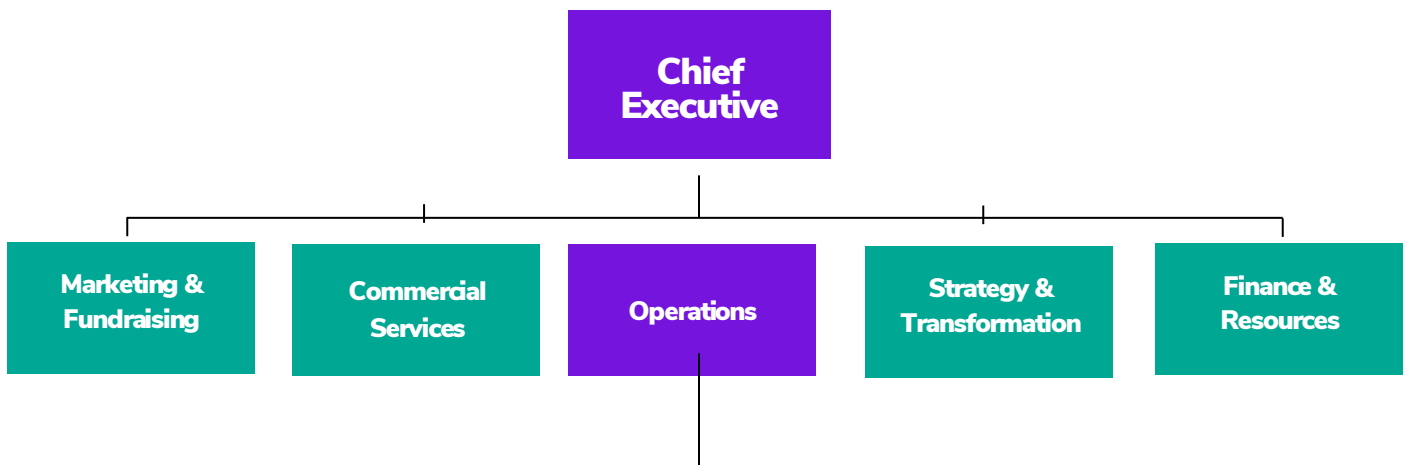
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays, rising to 32 days after two years, and we don't insist you go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

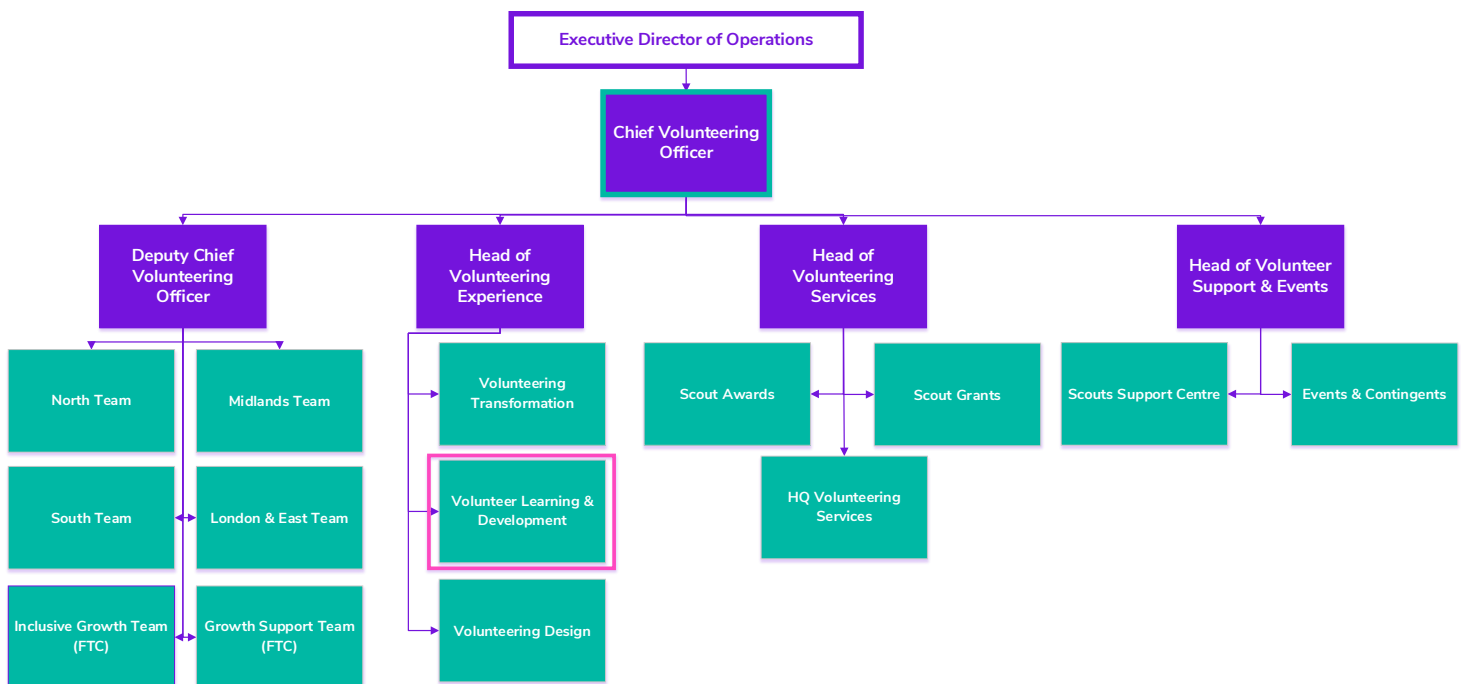
How we're structured

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

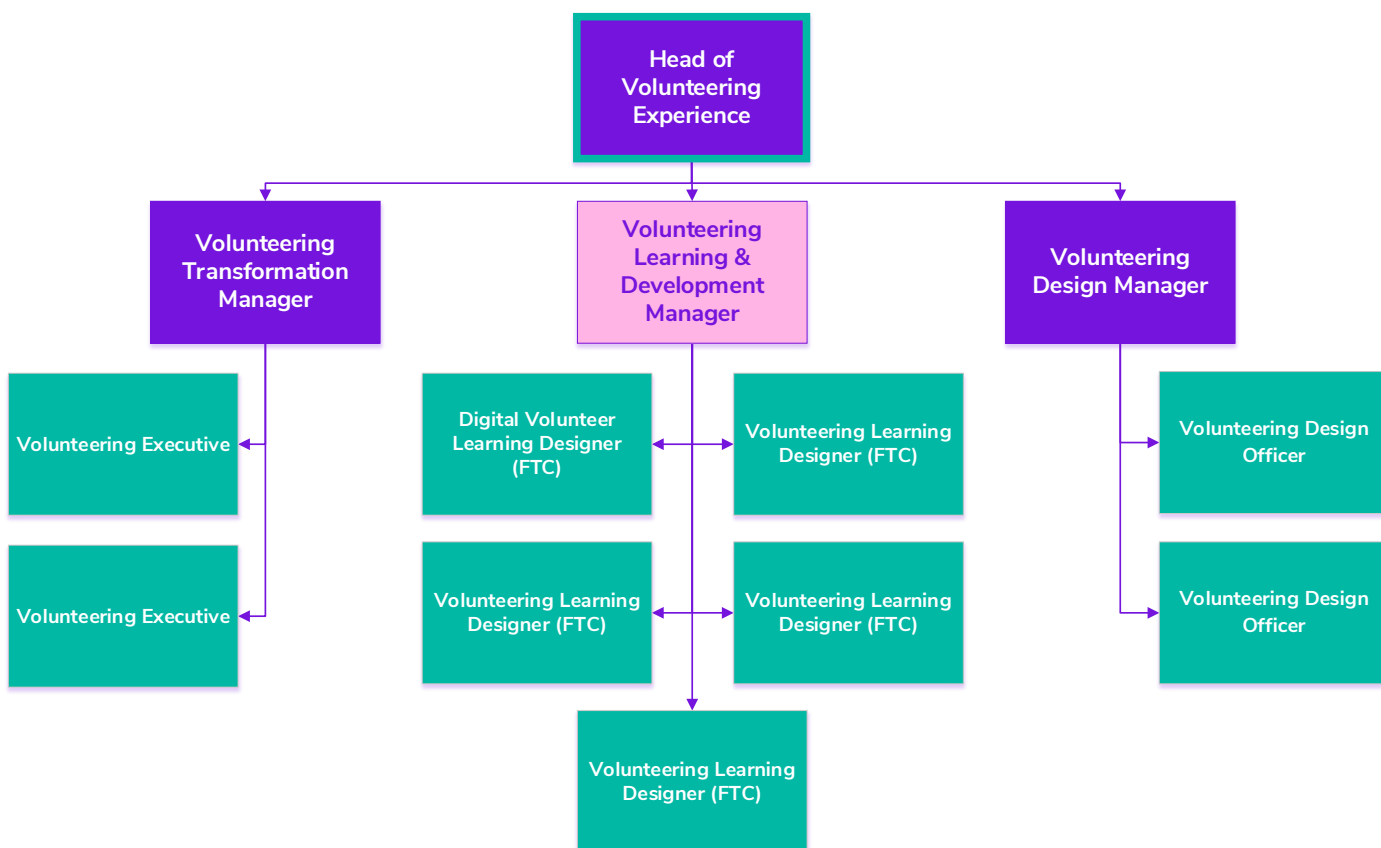


Operations Directorate			
Volunteering Operations Department Chief Volunteering Officer	Programme Department Head of Youth Programme	Safeguarding Team	Chief Operational Resilience Officer
		Head of Safeguarding	Safety Team Head of Safety

Volunteering Operations Department Structure:

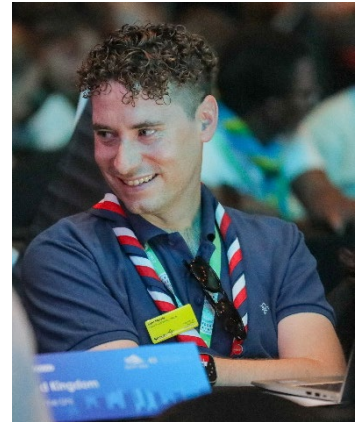


Volunteering Experience Team Structure:



Introducing the Volunteering Operations Department

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.



Sam Morris
Chief Volunteering Officer

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 Learning and Development Manager plays a crucial role in leading their team and working in partnership with volunteers and staff across the organisation to design, implement and support the development of our volunteer learning across the UK and beyond.

Once rolled out, we'll ensure continuous improvement of the experience and supporting systems and content, to ensure it remains 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 ongoing development of our learning culture,

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 Learning & Development Manager

Responsible to:	Head of Volunteering Experience
Directorate:	Operations
Department:	Volunteering Operations
Team:	Volunteering Experience
Base Location:	Gilwell Park (Hybrid working) or Homebased
Term:	Permanent
Salary:	£52,000 per annum, Band G, Level, inclusive of Outer London Weighting and a market supplement (Gilwell Based)
Salary:	£50,240 per annum, Band G, Level, inclusive of a market supplement (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 roughly once a month.
Hours:	35 hours per week
Line Management Responsibility:	5 x Fixed Term Learning Designers
Budgetary responsibility:	Responsible for managing agreed income/expenditure budgets within agreed authority limits.
Internal Relationships:	Volunteering Experience leadership team, volunteers and teams supporting programme delivery, Volunteering Operations leadership team, Volunteer People Team, PMO, Programme Sponsor and Board members, Digital Transformation Team, Governance, Safe Scouting UK Leadership 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 postholder may be required to liaise.

Core Purpose of the Role

The Scouts are transforming their Volunteer Journey to make volunteering with us even more attractive, accessible, flexible and enjoyable. For our 140,000 volunteers a crucial part of their volunteer experience is the learning we offer to ensure they feel confident and are equipped to undertake their role.

We want to develop a learning culture where learning is simple but effective and delivers the skills and knowledge that our volunteers need when they need it, whether they work directly with our young people delivering skills for life or carry out a supporter, manager or governance role. There is a wide range of learning needs to be met and we want to enable our volunteers to manage their own learning journey and access their learning in a modern and flexible way that enables them to fit it into their lives alongside their volunteering and other commitments.

We are excited to be launching the first phase of this transformation this year. Next year will be focused on embedding these changes by responding to the feedback of our volunteers to improve the learning content and the learning system we're launching, to better fit their needs. It will also see us start work on how we can use our new Learning Experience System to improve the volunteer experience at Scouts, and how we can develop engaging and useful learning on more specific topics.

For this role, we need you to bring expertise in developing a culture of point of need learning, using digital technologies to meet the needs of a very diverse range of people and roles across the UK and beyond. You will be leading the work to develop a new approach to the delivery of great learning experiences using blended approaches, as well the work to further iterate and develop our offering of e-learning resources. You will have experience and understanding of supporting remote learning communities to deliver great quality learning experiences.

Key accountabilities

With the Volunteering Learning & Development Team and wider Volunteering Experience Team:

- Lead the innovation, design, and delivery of customer-focused learning solutions for adult volunteers.
- Identify learning needs and develop learning experiences to ensure volunteers have the skills to deliver safe, high-quality programmes for young people, and effective leadership, management, and governance.
- Co-create and drive the further development of our learning model aligned with practical skills, just-in-time, and digital-first principles, and accessible to all volunteer needs.
- Ensure organisational compliance requirements can be met through the provision and tracking of volunteer learning.
- Drive the further development of a Learning Experience System to support learning & development for volunteers as best as possible
- Lead the creation of learning resources, collaborating with subject matter experts, staff, and volunteers.
- Work closely with key teams to drive change, ensuring smooth transitions for new systems or processes.
- Embed consistent monitoring and evaluation to measure the impact of learning, reporting outcomes to leadership.
- Foster a culture of continuous learning and coaching across the organization.
- Collaborate with external partners to incorporate best practices in volunteer learning design.
- Provide expert advice on learning design and development within the organisation.

About you

Skills and abilities

- Up-to-date and strong expertise in learning design and delivery – both digital, blended and non-digital
- Able to lead and manage a team of creative and diverse individuals to bring out the best in them
- Proven ability to develop blended learning products for diverse, multi-located volunteer teams.
- Exceptional interpersonal and influencing skills, and ability to inspire others
- Ability to influence senior staff and volunteers and manage complex stakeholder relationships.
- Skilled in solving complex problems with practical solutions while balancing the needs of different key stakeholders
- Effective change agent, capable of driving national-level change and getting users on board
- Excellent planning and organizational abilities – able to use agile approaches to prioritise and manage a diverse and changing workload
- Skilled in project design, innovation, and measurement.

Knowledge, experience and qualifications

- Understanding of current volunteering trends, challenges, and solutions, and how to apply them to influence our work
- Familiarity with volunteering or working in a volunteer-based organization
- Recent, relevant experience in learning and development, including design and delivery
- Experience in learning needs analysis and in designing appropriate solutions
- Experience designing impact measurement for learning and using data to improve and develop learning & development solutions
- Experience leading projects, including planning, prioritizing, and evaluation
- Experience of transforming volunteer learning at a national level for a dispersed learning community

Personal qualities

- A self-aware, positive, and approachable leader with a sense of fun and a drive to improve things.
- Energetic, determined, caring, and resilient in handling the demands of the role.
- Open, confident, and collaborative, with the ability to challenge and accept challenges constructively, and work effectively with senior leaders.
- A role model who promotes integrity and earns trust and confidence from others.
- Passionate about delivering high-quality customer support.
- Calm under pressure

Other essential criteria

Able and willing to work frequent evenings (approx. 2 evenings per week) and occasional weekends (approx. 6 weekends or part-weekends per year).

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 3rd 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 online via teams on Monday 18th November 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.

INVESTORS IN PEOPLE™
We invest in people Gold