Development Officer
(Social Change)
Chartered Manager Degree
Apprenticeship (Social Change)

Applicant Information Pack
Welcome

As Scouts, we believe in empowering young people with skills for life. We encourage our young people to do more, learn more and be more.

Each week, we give over 460,000 young people the opportunity to enjoy fun and adventure while developing the skills they need to succeed, now and in the future. We’re talking about teamwork, leadership and resilience – skills that have helped Scouts become everything from teachers and social workers to astronauts and Olympians.

We believe in bringing people together. We celebrate diversity and stand against intolerance, always. We’re a worldwide movement, creating stronger communities and inspiring positive futures.

Having just launched a new strategic plan: Skills For Life: Our plan to prepare better futures, this is an incredibly exciting time for Scouting in the UK. We welcome talent from all backgrounds and your contribution to help even more young people succeed in life.

Tim Kidd, UK Chief Commissioner  Matt Hyde, Chief Executive

Our values

Integrity  Belief
Respect  Cooperation
Care
Our strategic plan

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Society is changing. In often fragmented communities, the pressures and expectations on young people are increasing. The future is uncertain. Scouts has never been so important in helping young people prepare for the future, developing the skills they need to succeed in a changing world. Each week almost half a million young people enjoy fun, friendship and outdoor adventure. They develop a sense of optimism and strong values as well as the leadership and team working skills that are more valuable today than ever.

Our movement achieves remarkable things. We have continued to grow for 13 consecutive years. Our previous plan, Scouting for All, inspired new Groups and sections to start in an additional 834 areas of deprivation since 2013. We now help over 460,000 young people aged 6-18 (including 102,000 girls) get the best possible start in life. Our social action campaign, A Million Hands, has enabled over 250,000 young people to make a positive contribution in their local communities.

Now we want to go further. Skills for Life is a strategy that supports and empowers our volunteers who are the people that make Scouts a reality. It’s a strategy to bring communities together and contribute towards a better society. But most of all, it’s a strategy for young people. They deserve the best skills, the best support, and the best possible futures.

Skills for Life
Our plan to prepare better futures 2018-2023

Our vision
By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Our mission
Scouting actively engages and supports young people in their personal development, empowering them to make a positive contribution to society.

Our values
We act with care, respect, integrity, cooperation, exploring our own and others’ beliefs.

Our goals
We will achieve the following goals against our four objectives:

Growth
- 50k more young people
- 10k more Sector Leaders
- 5k more Young Leaders

Youth Shaped
- 250k young people shape their Scouting each year
- 50% young people achieve top awards

Inclusivity
- The demographic of adult volunteers reflects society
- In 500 more areas of deprivation

Community Impact
- 250k young people making a positive impact in their local communities each year
- 50% young people achieve top awards

Our three pillars of work
To meet these objectives, we will focus on three pillars of work:

Programme | People | Perception
--- | --- | ---
A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools. | More, well trained, better supported and motivated adult volunteers, and more young people from diverse backgrounds. | Scouting is understood, more visible, trusted, respected and widely seen as playing a key role in society today.

’I believe that Scouts empowers young people. It gives them skills to achieve the remarkable, and opportunities to develop a deeper understanding of the rapidly changing world.’
Tim Kidd, UK Chief Commissioner
Our Structure

The UK headquarters of the Scouts is based at Gilwell Park, Chingford, London, and is operationally divided into four directorates.

- **Chief Executive**
- **Director Communication and Marketing**
  - Communications
    - Media
    - Communication planning
    - Creative
    - Digital communications
    - Brand
    - Ambassadors
    - Public Affairs
- **Chief Operating Officer**
  - Operations and Transformation
    - Member Support
    - Safety and Safeguarding
    - Project Management
    - Insights
    - Strategy Delivery
    - Programme
    - Volunteering
    - Digital Transformation
- **Director Commercial Services**
  - Commercial Services
    - Scout Store
    - Unity Insurance
    - Scout Adventure Centres
    - Conference Centres
    - Fundraising
    - Estates
    - Heritage
- **Chief Financial Officer**
  - Support Services
    - Finance
    - Legal
    - Governance
    - People and Culture (Human Resources)
### Operations and Transformation Directorate

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### Chief Operating Officer’s Office

- **Chief Operating Officer (COO)**
- **Head of COO Office**
  - Insights Manager
  - Directorate Coordinator
  - Degree Apprentice Development Officer (Social Change)
  - Executive Assistant to CEO
  - Insights/Data Administrator
  - Directorate Administrators x 4
The role

Responsible to: Head of the Chief Operating Officer’s Office as supervisor and mentor throughout the duration of the Degree Apprenticeship.

The role will be part of a range of departments throughout the duration of the Degree Apprenticeship and therefore the role will be managed by the department manager they are working in at the time.

Department: Chief Operating Officer’s Office

Base Location for placement: Gilwell Park, Chingford, North London (3 days a week)
Base Location for study: Queen Mary University of London (2 days a week)

Term: 4 years Fixed Term contract – Degree Apprenticeship

Salary: £19,201 per annum (London Living Wage)

Hours: 35 per week

Line Management Responsibility: none

Budgetary responsibility: none

Internal Relationships: Staff across the whole organisation, volunteers delivering the Scout programme

External Relationships: Staff in other youth, education and government organisations

Degree Apprenticeship: There will be a requirement for the post holder to undertake the BSc in Business Management (Social Change) as part of their development. This will involve 2 days a week (term time) on campus at Queen Mary University of London and then remaining time (3 days a week and university holidays) at The Scout Association.

Core purpose

You will gain a broad range of experience in business management of a large UK youth charity and develop your knowledge and skills in delivering social change through programme and project delivery. You will be responsible for supporting colleagues in key areas of the charity to deliver programmes, projects and day to day tasks that delivers or supports the Scouts business functions and delivery of the Skills for Life 2018-2023 strategic plan. You will be expected to commit to completing your qualification and in return, you will be supported throughout your degree with a key focus on your leadership and management skills.
4 year programme

Throughout the 4 year degree programme you will be an active member of a variety of departments across the organisation’s four directorates; Operations and Transformation, Communication and Marketing, Commercial Services and Support Services.

You will undertake business process tasks and administrative activities to develop your core skills in business processes and practices. You will also develop your experience and skills in project planning, policy analysis and strategy delivery. This will be predominantly in the Chief Operating Officer’s office where you will be an active member of the team providing support to the Chief Executive and Chief Operating Officer, which will also develop your knowledge and experience of what’s involved in effectively leading a Charity.

As you develop throughout the programme you will be given increased responsibilities and take on your own projects and coordinate logistics.

You will gain a broad range of experience in business management of a large UK youth charity and develop your knowledge and skills in delivering social change through programme and project delivery.

Key tasks

- Work on programmes and projects, across different departments, delivering them to a high standard with agreed objectives and deadlines.
- Contribute to the development and improvement of our business processes and procedures, suggesting solutions to better and more efficient ways of working.
- Undertake research, fact finding and analysis to inform decision making on projects and initiatives and to contribute to improvements in policy and procedures.
- Communicate with both internal and external stakeholders and give a strong level of customer service and support for our volunteers.
- Assist with data capture, recording and reporting across various departments and to assist with the analysis of this data to monitor our progress and performance.
- To provide policy support; researching, evaluating and analysing issues/topics which are of interest, relevance and importance to the Chief Executive and Chief Operating Officer’s Office.
- To provide support with preparation of speeches, providing meeting briefings, response to letters and creating presentations for the Chief Operating Officer’s Office.
- Support the Chief Operating Officer’s (COO) Office with general administrative tasks and business processes to support the Chief Executive and Chief Operating Officer such as organising meetings, events and coordinating diaries to a high quality standard.

Safeguarding rules – Yellow Card

We are a youth organisation who takes safeguarding seriously. The post holder agrees to comply at all times with the safeguarding rules as set out on The Scout Association’s yellow card, which can be found here. This is shared with young people and carers, as well as employees, so everyone knows our rules of engagement.
In order to comply, stringent vetting procedures take place including checking against an internal database to assess suitability and also Basic/Enhanced DBS checks as required.

**GDPR and Data Protection**

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law and to adhere to our Data Protection and GDPR policies

**Health and Safety**

The post holder agrees to abide by The Scout Association’s Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place as well as that of their colleagues.

**Equal Opportunities**

The Post holder agrees to promote and uphold the principles of equal opportunities in accordance with The Scout Association’s Equal Opportunities Statement and all related policies.

**The person**

**We are looking for**

This is an exciting, and will be a highly rewarding, role for an individual who has is enthusiastic and motivated by working in national charity delivering social change, through an inspiring programme for young people. We’re looking for someone with a can do attitude, willing to learn, eager to gain more skills and will take responsibility for their personal development.
It's an incredibly exciting time to be joining the Scouts as we begin to deliver on the ambitions of our Skills for Life 2018-2023 strategic plan. Ideally, the successful candidate will be highly resilient, will be great at getting things done, work well in teams, and will adapt well to change.

**Skills and Abilities**
- Strong research, fact finding and analysis skills
- Strong communications skills and ability to adapt your style to a wide range of stakeholders
- Strong attention to detail and ability to work systematically and accurately.
- Excellent interpersonal skills and ability to build and maintain effective relationships with a wide range of people.
- Excellent planning and organisational skills with the ability to manage and deliver a diverse workload across a number of projects, whilst ensuring effective prioritisation and balancing of the needs of a range of stakeholders
- Experience of using Microsoft Office especially PowerPoint, Word and Excel (or other presentation tools)

**Values and Personal Qualities**
- Commitment to young people; understanding of their needs and a passion for supporting them to be their best
- A self-starter with initiative to pre-empt problems and think creatively to recommend solutions
- Self-aware, positive and approachable
- Open, confident and collegiate to work effectively with a range of internal and external stakeholders
- Highly resourceful, with strong emotional intelligence and self-motivation
- Willingness to learn and develop knowledge and experience in the role, and able to take on feedback

**Competency Framework**

Level 5
Benefits

- **Holiday Entitlement**: 25 days per year plus bank holidays. This increases after two years’ service to 28 days and after five years to 32 days.
- **Additional Holidays**: We operate an office closure during the Christmas and New Year holiday period that provides up to an additional 3 days of extra leave.
- **London Weighting**: In addition to a competitive salary we also provide London weighting to staff if located inner/outer London.

Looking after your health and wellbeing

**Simply Health Scheme**
You will have access to a medical scheme to help you with the cost of your everyday healthcare fully funded by the Association such as optical, dental and many more. You will also get access to the Gym discount, family days out discount and online health risk assessment.

**Sickness absence**
We pays sickness above the statutory minimum requirement.

(Above benefits apply to employees upon completion of three months in their role unless otherwise stated)

**Food and drink**
Subsidised lunch is provided to all employees when they are working at Gilwell Park between Monday and Friday and free beverages are available at all sites.

Looking after your future

**Generous Pension Scheme**
We are committed to providing our staff with a best work place pension scheme that is highly competitive in the third sector. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows.

This plan allows employees to contribute a minimum of 2% of their gross salary up to the maximum allowed within HMRC limits. The Association will contribute twice your contribution, up to a maximum of 10% of gross salary. Employees can benefit further by saving your own and the TSA National Insurance contribution that is paid into your pension pot.

**Life Assurance**
All employees are covered by a scheme which pays four times the basic salary in the event of death in service.

Getting to and from work

**Car parking**
All sites offer free car parking to employees.
Minibus Service (Gilwell Park)
A minibus service is provided which collects colleagues at 08:20, 08:35, 08:50 from Chingford Station. This service also drops colleagues off to the same location at 16:30, 16:45, 17:00 and 17:15.

Cycle to Work scheme
This scheme is a form of salary sacrifice which enables employees to purchase a bicycle through the Government’s Cycle to Work Scheme and can save you up to 42% on the retail value (depending on the employees tax bracket).

We are proud to be a family friendly employer

Personal Days
Up to four personal days paid leave a year.

Maternity/Paternity Leave
We pay maternity leave above the statutory minimum requirement.

Childcare Vouchers
This scheme is a form of salary sacrifice, enabling employees to purchase childcare vouchers.

Start and finish time
Employees can apply for some flexibility on their start and finish times of work.

Making your money go that little bit further

Scout Store purchases
Employees can make purchases from Scout Store with a discount of 25% on certain items, excluding uniforms.

Online Benefits Portal
Our online benefits portal allows you to tailor make your own benefits package.

Developing yourself and others

Study and volunteer leave
Special leave includes paid leave for volunteering and study leave
How to apply

Through the Queen Mary University application process.

If you would to discuss the role in more detail, please contact the Amy Davies, Head of Chief Operating Officer’s Office on 07947751775