

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



Applicant Information Pack

Product Support 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, as well as disabilities and those from the LGBTQ+ community. 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.

We were voted Charity of the Year in 2022 and we are accredited with Investors in People Gold Standard.

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

'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, 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](#)

We're the Digital Team.

We're doing well, but you can help us do better.

As part of Scouts' vision, our digital team exists to enable connection, remove barriers, and empower volunteers to deliver incredible experiences for young people. We design and build services that are simple, reliable and centred around real user needs; freeing up time, keeping young people safe, and supporting growth across the movement.

We're ambitious about what comes next. We're focused on creating digital products that people trust, enjoy using, and can depend on every day. That means being bold, making smart decisions about where we invest, and taking real ownership of the outcomes we deliver.

We're creating a culture that values collaboration, curiosity and continuous improvement, where people are trusted to lead, challenge and shape the future.

If you're motivated by purpose, excited by meaningful problems, and want to help build a place where everyone feels they belong, we'd love you to join us.

Perna Carroll
Head of Digital



About the role

Responsible to:	QA Test Manager
Department:	Digital
Base Location:	Gilwell Park, Chingford, London with Hybrid working option
Role supports hybrid working:	Yes – click here for further details
Term:	Permanent
Salary:	£34,428 Band E, Level 3 (Inclusive of Outer London Weighting)
Hours:	35 hours per week
Line Management Responsibility:	None
DBS:	Basic

What's expected?

As Product Support Officer, you will administer and maintain staff and volunteer systems, acting as the main point of contact across staff teams for system configuration, data requests and day-to-day queries. You will be responsible for supporting a variety of systems including content, membership, case, fundraising and learning management systems. You will support the testing of new features and functionality ahead of releases and help keep our systems running smoothly for the people who rely on them.

You will also provide digital support and guidance for issues raised by members to the Support Centre, helping colleagues in the support centre develop the confidence and skills needed to effectively support our members to use our systems and digital tools. Your role will be to resolve issues efficiently and promote best practice, you will help ensure a high-quality, timely service for our members, volunteers and staff.

Key accountabilities

- Administer core staff and volunteer systems, including user access, permissions, configuration and routine housekeeping
- Act as the point person across staff teams for queries, requests and issues relating to these systems
- Pull, format and share data from systems in response to requests from staff teams, ensuring

- accuracy and appropriate handling
- Support the testing of new features and functionality ahead of releases, following test scripts and clearly logging bugs or issues
- Maintain accurate records of system configuration, access permissions and changes made
- Liaise with third party service providers on system issues, data queries and testing
- Ensure faults and issues affecting multiple users are communicated in a timely manner, including impact, resolution timescales and workarounds
- Maintain and update guidance documentation for staff and volunteer users
- The point of contact between the support centre and the digital team, providing the first line of support.
- Any other duties as may reasonably be required

About you

Skills and abilities

- Proficient with data: understanding, extracting, checking and presenting it clearly
- Ability to manage a varied workload and prioritise conflicting demands
- Effective written and verbal communication skills, able to explain system issues clearly to non-technical colleagues
- Good attention to detail and a methodical approach to system administration and testing

Knowledge, experience and qualifications

- Experience administering business systems (e.g. customer, case or learning management systems) including user access and configuration
- Experience pulling and working with data from a system to answer requests from colleagues
- Experience following test scripts or structured processes to check quality and report issues clearly
- Experience acting as a point of contact across multiple teams or departments

Personal qualities

- A passion for delivering services to a high standard
- Self-motivated, with a strong sense of ownership over queries and issues
- A positive attitude to change
- Member focused
- An understanding of, and commitment to, promoting equal opportunities, safeguarding and diversity

Education & Qualifications

- Experience administering a business or membership system

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 link on [our jobs page](#) by **Sunday 15th November 2026**.

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.

Telephone Interviews will be held w/c 30th November 2026.

Panel Interviews will be held w/c 7th December 2026.

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 to set up a call or virtual meeting.