



**We need great people to be a part of a retail store that delivers more.**

**Your applicant information pack  
Returns Administrator**



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# **We're the Scout Store Team. We're doing great, but you can help us do better.**

Do you want to join a fast-paced business undergoing an incredible transformation? Join Scout Store now. We're bringing Scout Store's brand from a niche market to the national stage. We're building a consumer focused ethical and sustainable brand able to compete with any high-street retailer. Be part of this amazing journey.

We're an ambitious digital business fundraising for a charity. We're constantly looking at ways to improve our customer experience at every touch point, putting our users at the heart of every decision we make. Does this sound right for you? Join our team and you'll be pleasantly surprised by our great culture and team.

Scout Store is constantly changing and evolving as a company, to adapt and meet the retail's market needs and standards. Everyone has a voice, every idea and every suggestion is listened to and considered. Your potential to influence how the business really has no limit.

We're all about supporting and trusting you to do your job to the best of your abilities. You'll have freedom and flexibility, the opportunity to make a visible difference within your team, your department and in young people's lives as well as grow professionally. We believe in leading by example and that a thriving team helps us all develop.

Scout Store is not all about business: a happy team is the key to success. We've got a Social Committee that organises monthly team building events: staff quizzes, payday gatherings and more.

A brilliant place to work, we all dress casually, help each other, and take pride that every pound of profit we make goes back into supporting Scouts and our Skills For Life strategy.

Melissa Kirk  
Customer Service Manager

# Hello, it's you we're looking for.

At Scout Store, we're part of 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

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**'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

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# What's in it for you?

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 beautiful surroundings - our Lancing office being just five minutes from the sea (that means lovely lunchtime walks along the beach).
- Be part of a team that believes having fun's important too, with regular culture huddles, team and charity days creating a great informal work environment where you'll get to build great relationships.



Chief Scout, polar explorer and TV presenter, Dwayne Fields, (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London.

# Want to know more?

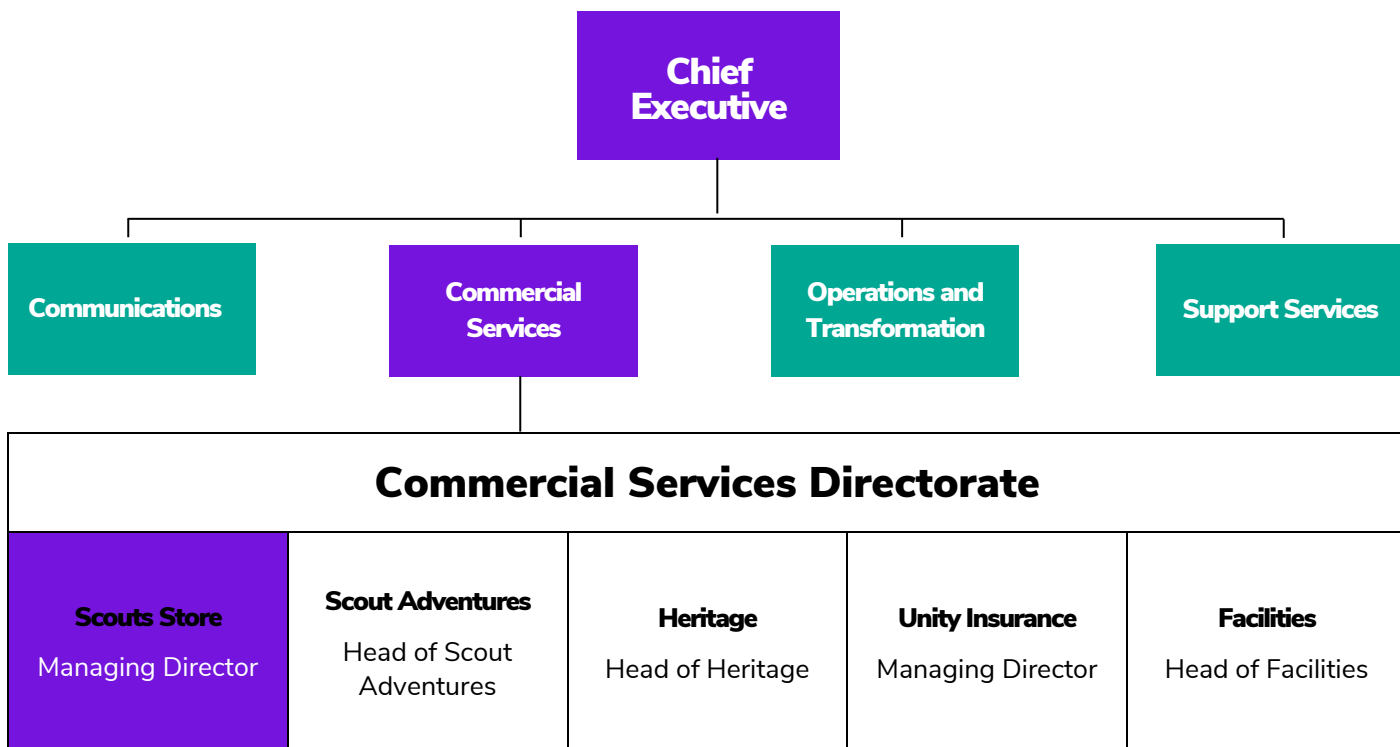
Check out our [benefits page](#)

Visit our [Scout Store | The Shop for all your Scouting essentials and more](#)



# How we're structured

This role will be based in Lancing, West Sussex. Scouts UK Headquarters is based at Gilwell Park, Chingford, London, and is operationally divided into four directorates:



# Operations Team Structure:



# About the role

<b>Responsible to:</b>	Customer Service Manager
<b>Department:</b>	Operations, Returns
<b>Base location:</b>	Lancing, West Sussex BN15 8UG
<b>Role supports hybrid working:</b>	No
<b>Term:</b>	Permanent
<b>Salary:</b>	£26,199 per annum - Band C, Level 3
<b>Hours:</b>	35 hours per week
<b>Line management responsibility:</b>	n/a
<b>DBS:</b>	Basic

## What's expected?

The Returns Administrator will be required to manage all first line enquiries for the returns department. This includes the receipt, logging, processing and investigation of all returns – in line with the company's return policy.

The position holder will be required to work alongside the assistance of warehouse staff to ensure that quality assessment is being carried out effectively, checking all products for faults/damage.

This will also involve responsibility for managing the logistics of all product returns and liaising with the relevant departments to ensure the correct returns process is followed. You will be tasked with inputting all the instructions for RMA's you raise.

Once the RMA has been processed you are responsible for coordinating allocation of stock, this is either returning the item to the correct location or handling the product over to the relevant department along with the relevant documentation.

The position holder will also provide ad-hoc support to the wider Customer Service & Production teams, helping with administration, queries and personalisation as and when required.

## Key accountabilities

- Administrative processing of returns for both refund and exchange, within the companies SLA timeframe. This will include completion of payment journals, issuing of credit notes/free-text credits and processing of manual refunds in Sagepay.
- Handling customer contact regarding returning orders/items, including proactively updating customers on the

status of their returning goods/refunds/exchanges

- Working alongside the Customer Service team, to ensure a smooth customer experience through the introduction of proactive updates regarding order progress
- Investigating and resolving issues that occur within the returns process
- Working alongside Buying, Merchandising, Warehouse and Accounts around stock movement/transfers and matters relating to finance/payment
- Assisting with stock control to provide support for stock takes/audits/quality assessments etc.
- Identifying and recommending improvements for the current returns procedures, including a review of the way that Returns uses Zendesk currently.
- Assisting with other departments, commensurate to the role, in an overflow capacity. This will mainly involve supporting Customer Services and other administrative functions.
- Creation and maintaining of dashboards for reporting on KPI's and insights
- Overseeing and supporting the Returns Assistant (currently an informal role staffed by temps)
- Assisting on customer experience projects e.g. Customer sentiment/NEV scoring etc.

## **We are looking for**

Someone with strong communication skills, who can adapt to different and challenging scenarios, whilst living and acting within the core values of Scouting. Someone who is methodical in their work, with an eye for detail, especially relating to administrative tasks.

Being able to work successfully as a part of a part but also take the initiative to handle situations independently, where possible/appropriate.

## **Skills and abilities**

- The ability to communicate information clearly.
- Creative ways to solve a problem.
- The ability to carry out the job with the greatest of accuracy to avoid errors and creating unnecessary costs.
- A keen eye for detail handling/organising large volumes of data/information
- Proven IT skills and previous work experience using software programmes, databases, Excel and Word.

## **Knowledge, experience and qualifications**

- Understand and apply customer services/sales solutions to support implementation of business plans and strategies
- Strong retail commercial background within customer services demonstrable evidence of proven results
- Experience of working in an administrative capacity desirable
- Understanding working within a warehouse or stock control setting would be advantageous

## Personal qualities

- Establishing and maintaining interpersonal relationships - developing constructive and cooperative working relationships with others
- Ability to Work in a Team Environment
- Ability to work under pressure
- Flexible in approach to issues and show initiative whilst doing the job.



## Equity, Diversity & Inclusion

The Scouts is an equal opportunities employer, and we are committed to fostering an inclusive environment where everyone feels valued and empowered to contribute. We offer flexible working arrangements to support diverse needs and lifestyles, ensuring that our teams can thrive both professionally and personally. We welcome and encourage applicants from all walks of life, believing that varied perspectives strengthen our innovation and community. Your unique experiences and ideas are essential to our success, and we look forward to hearing from all voices.

# How to apply

Before making an application, please make sure you've read the **Recruitment and Selection Policy**.

Please apply via **our jobs page** by **11:59pm on Friday 24<sup>th</sup> July 2026**.

Scouts is an inclusive organisation, and we are committed to creating a recruitment process that is accessible to everyone. If you need support during the application process, please email [recruitment@scouts.org.uk](mailto:recruitment@scouts.org.uk) and we will endeavour to support your accessibility needs.

If you are shortlisted for an interview, we will ask you whether you require any adjustments or support to participate fully in the selection process.

To help us monitor the application of our **Equality, Diversity and Inclusion Policy**, we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Interviews will be held on **Wednesday 5<sup>th</sup> and Thursday 6<sup>th</sup> August 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 [melissa.kirk@scouts.org.uk](mailto:melissa.kirk@scouts.org.uk) to set up a call or virtual meeting.

