



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

**Your applicant information pack: Production Assistant**



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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 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.

**Stuart Graham - Hiring Manager**  
Production 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?

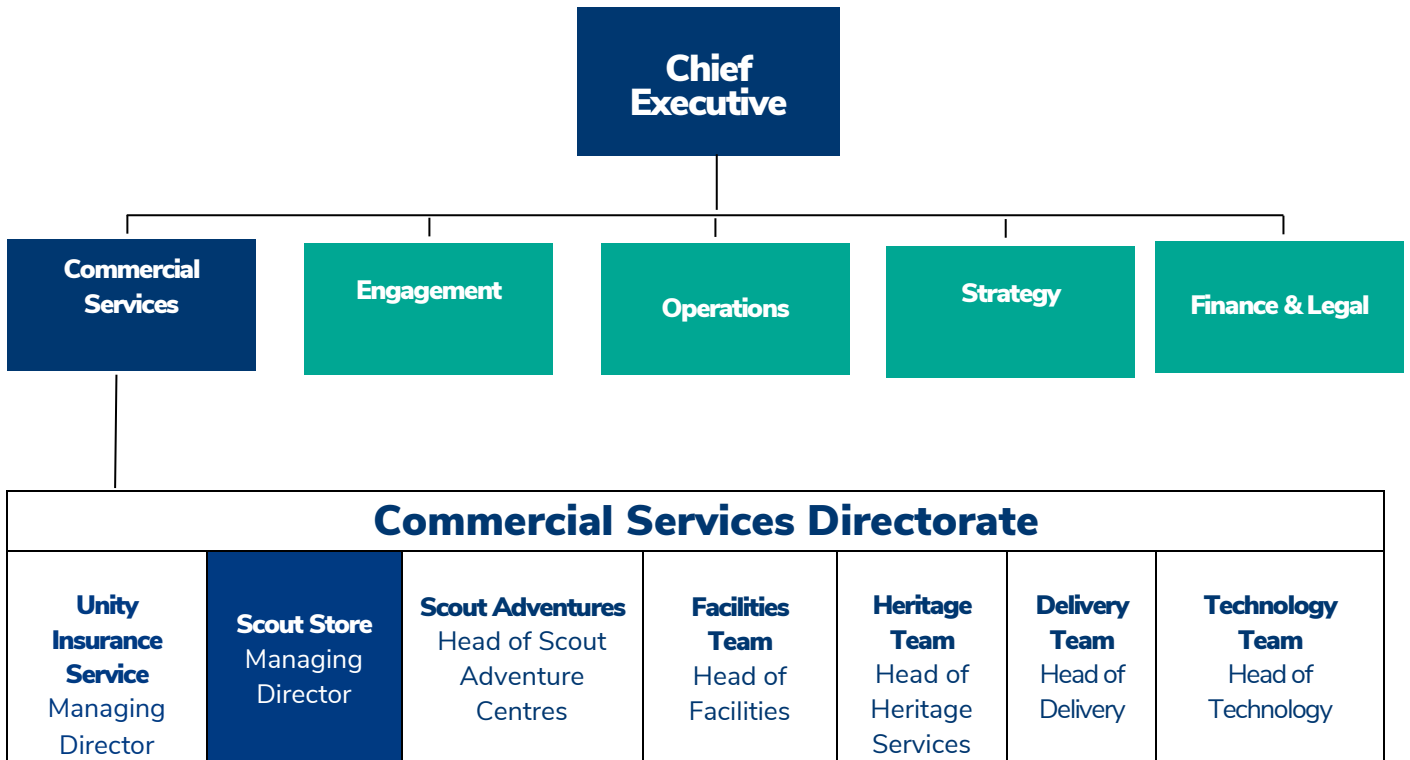
Check out our [benefits page](#)

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 five directorates:



## Operations Team Structure



# About the role

<b>Responsible to:</b>	Production Manager
<b>Department:</b>	Operations
<b>Base location:</b>	Littlehampton
<b>Term:</b>	Permanent
<b>Salary:</b>	£25, 245 per annum, Band B, Level 3. Inc of an MS.
<b>Hours:</b>	35
<b>Line management responsibility:</b>	n/a
<b>Internal relationships:</b>	Customer Services, Distribution centre
<b>External relationships:</b>	n/a
<b>DBS:</b>	Basic

## What's expected?

As a Production Assistant at Scout Store, you are expected to work effectively to support the production team in meeting daily targets. This includes complying with quality control standards, maintaining a clean and safe work environment, and following all company policies and procedures. You are also expected to be a team player, willing to assist colleagues and contribute positively to the overall success of the production department.

## Key accountabilities

- Order Fulfilment: Assisting with the production of orders, including printing and embroidering garments & accessories according to schedules and customer specifications.
- Quality Control: Conducting basic quality checks on products to ensure they meet established standards, including checking for accurate printing and embroidery.
- Equipment Operation: Safely and efficiently operating production machinery, such as printing presses and embroidery machines + DTF printers
- Artwork Preparation: Assisting with the preparation of artwork for printing and embroidery, potentially using software such as Adobe Illustrator or Photoshop.
- Inventory Management: Assisting with inventory control activities, such as receiving materials, stocking shelves, and maintaining accurate records.

- Equipment Maintenance: Assisting with basic equipment maintenance and upkeep.
- Safety Compliance: Adhering to all safety regulations and procedures within the production area.
- Teamwork and Communication: Collaborating effectively with other production team members and following instructions from supervisors.
- Maintaining a Clean Work Environment: Keeping the production area clean, organised, and free of hazards.

## **Skills and abilities**

### **Technical Skills:**

- Experience with printing and embroidery techniques
- Proficiency in operating production machinery e.g., printing presses, embroidery machines
- Confident using a computer (using MS Suite programs)
- Experience with graphic design software e.g., Wilcom, Adobe Illustrator, Photoshop

### **Work Ethic:**

- Strong work ethic with a focus on accuracy and attention to detail
- Ability to work independently and as part of a team
- Excellent time management and organizational skills
- Ability to prioritize tasks and meet deadlines

### **Communication Skills:**

- Clear and concise communication skills (both written and verbal)
- Ability to follow instructions and communicate effectively with supervisors
- Good interpersonal skills for interacting with colleagues and external teams.

### **Safety Awareness:**

- Strong safety awareness with the ability to follow safety procedures and identify potential hazards

## **Knowledge, experience and qualifications**

- Proven experience in a production environment, ideally within the garment printing or embroidery industry.
- Strong understanding of garment printing and embroidery techniques (e.g., screen printing, DTF, embroidery).
- Practical experience operating production machinery (e.g., printing presses, DTF, embroidery machines).
- Basic knowledge of graphic design software (e.g., Wilcom, Adobe Illustrator, Photoshop).
- Excellent communication and interpersonal skills.
- Strong work ethic with a focus on accuracy and attention to detail.
- Previous experience in a production environment
- Knowledge of Print and Embroidery techniques
- Flexibility and adaptability to changing priorities and work demands

## Personal qualities

- Team Player: Ability to work effectively as part of a team and contribute positively to the overall team dynamic.
- Positive Attitude: Enthusiastic and proactive approach to work with a willingness to learn and grow.
- Reliable and Dependable: Consistent and punctual attendance with a strong work ethic and commitment to meeting deadlines.
- Adaptable: Flexible and adaptable to changing priorities and work demands.
- Safety-Conscious: A strong commitment to safety and a proactive approach to identifying and mitigating safety hazards.
- Attention to Detail: Meticulous attention to detail and a focus on accuracy in all tasks.
- Initiative: Willingness to take initiative and go the extra mile to support the team and achieve production



## 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 submit an application via our job page by 11:59 pm on Thursday 2<sup>nd</sup> July 2026.**

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.

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.

**Interviews will be held in person on Tuesday 14<sup>th</sup> July 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](mailto:recruitment@scouts.org.uk) to set up a call or virtual meeting.