

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



Applicant Information Pack

Programme 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?

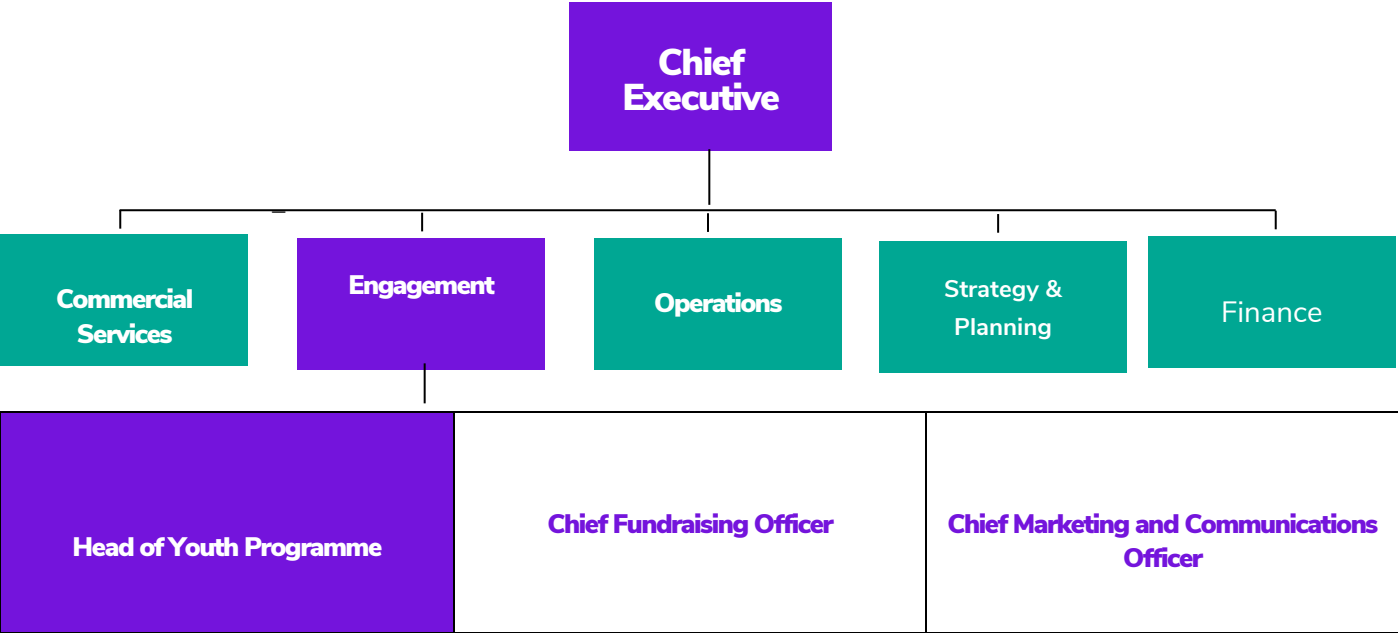
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go 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 interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working.

Want to know more?

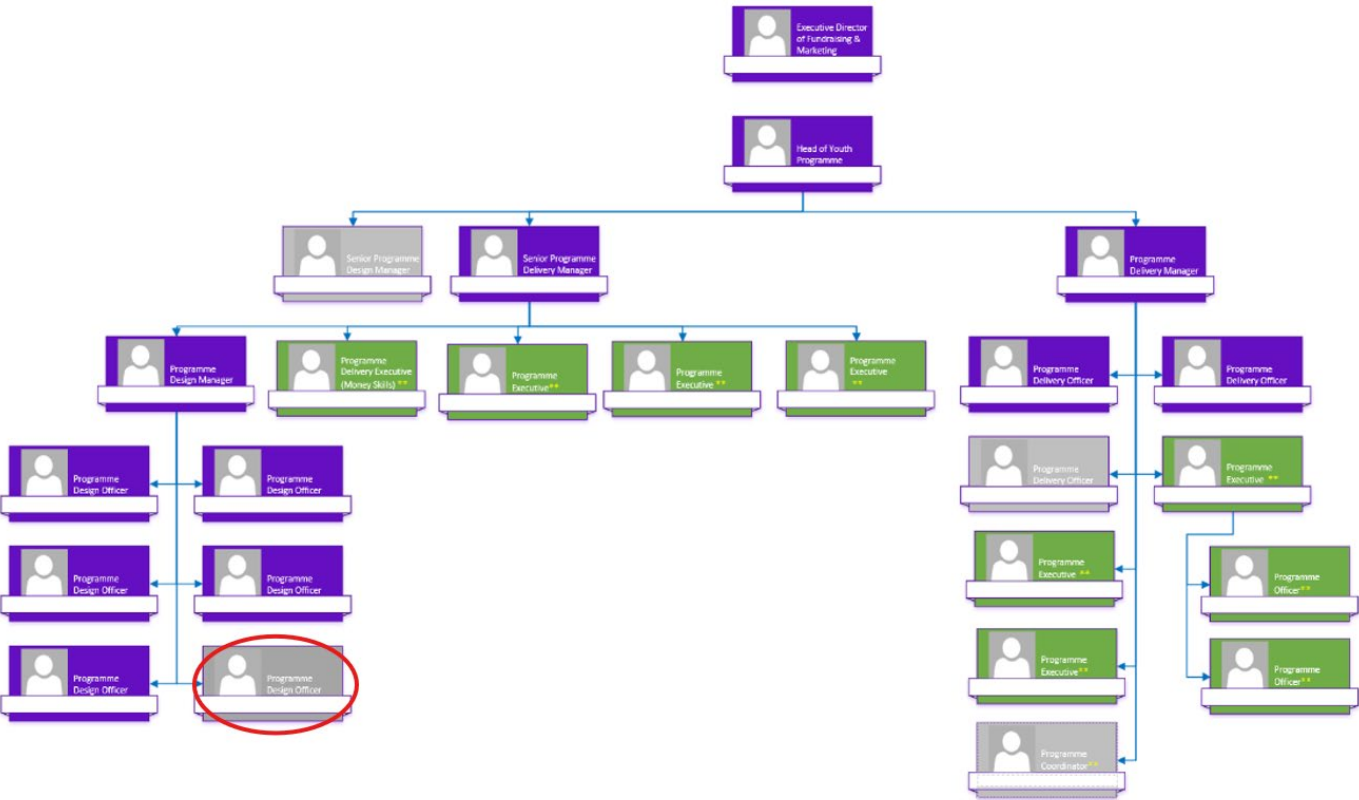
Check out our [benefits page](#)

How we're structured

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



Programme Team Structure:



We're the Youth Programme Team.

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

The Programme our amazing volunteers deliver is the most important thing our charity does. Every year, hundreds of thousands of young people develop skills for life because of Scouts. 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 help young people develop and improve key life skills. And you can be part of it.

We're a passionate, collaborative team that thrives on innovation, creating high-quality, impactful programmes. We celebrate wins together, problem-solve creatively, and are always looking for fresh perspectives to challenge and improve what we do.

Working with us offers the chance to lead on exciting projects, influence national youth programme design, and develop skills in programme strategy, co-creation, and impact measurement. Whether you're shaping new badge frameworks, designing experiences for young leaders, or supporting volunteers to deliver life-changing opportunities, you'll be making a real difference. If you're looking for a role where you can innovate, develop, and see tangible impact in young people's lives, our team is the place to be!

Hilary Maywood
Head of Youth Programme



About the role

Responsible to:	Senior Programme Manager
Department:	Programme Team, Engagement Directorate
Base Location:	Gilwell Park, Chingford or Home-based with hybrid working options
Role supports hybrid working:	Yes – click here for further details
Term:	6 months fixed term contract to end 31 st March 2027
Salary:	Gilwell Park (with Hybrid Working) - £34,428.00 (Band E Level 3, inclusive of Outer London Weighting) Homebased - £ 32,668.00 (Band E level 3)
Hours:	35 hours per week
Line Management Responsibility:	n/a
Internal Relationships:	Volunteer Team, Communications Team, Safe Scouting Team, UK Commissioner and Deputy UK Commissioners for Programme and wider Association staff and volunteers
External Relationships:	Equivalent staff in organisations from the wider voluntary/third sector including corporate partners; Government agencies and organisations; and funders.
DBS:	Enhanced
All together days:	In-person Programme team meetings every two months at Gilwell Park.. Annual residential, All Staff Conference, Annual Appraisal, and specific learning/development events. Mostly based at Gilwell Park. Sub-team meetings every six weeks Heads of Service make decisions regarding all together days for their teams. The frequency of all together days are a guide and are subject to change based on the requirements of the role, the team and the wider organisation.

What's expected?

It's an exciting time at Scouts. You will be part of a creative and collaborative team, working with volunteers and young people to create fun, practical programme ideas that develop skills for life. We use the expertise in our own team – and in others – to make sure that the Scout programme, activities and badges are inclusive, accessible, relevant, engaging and leaders feel confident in delivering it. You'll use your knowledge of youth work design alongside the enthusiasm of our volunteers and over a hundred years of delivering skills for life, to develop our programme for 4- to 24-year-olds so that it's impactful, relevant and fun.

You will also play a supporting role within the wider Programme team, helping to ensure we design amazing programme content, national tools and processes to pilot and implement, secure external funding, and undertake high quality learning and evaluation so that we constantly improve what we do for young people and create a culture that is innovative, supportive and empowering for the volunteers we work with.

Key accountabilities

- Co-design and deliver engaging programme content and resources that support our goals for skills for life, wellbeing, citizenship, leadership, adventure, and connectedness.
- Design and deliver content, workshops, and events to build volunteer knowledge and confidence in programme delivery.
- Research, consult, and test new approaches to youth programme design and delivery that reflect agile working and inclusive practice.
- Capture and analyse trends from member queries, forums, and pilot activities to inform programme improvements and resource development.
- Represent Scouts at forums, events, or working groups with stakeholders in the youth, education, social action or third sectors.
- Support internal knowledge sharing, cross-team collaboration, and learning to foster an agile, reflective and innovative team culture.
- Play an active part in contributing to the success of the Programme Team as a whole, both in terms of tasks and helping colleagues to be at their best.

About you

Skills and abilities

- Ability to co-create and write non-formal learning activities tailored to diverse young people.
- Strong communication and influencing skills with a wide range of internal and external stakeholders.
- Ability to provide solutions to complex delivery challenges with empathy and clarity.
- Excellent planning, prioritisation and organisational skills; able to balance multiple workstreams.
- Ability to use data and feedback loops to refine content and improve delivery.

- Comfortable using digital collaboration tools and creating content for web-based platforms.
- Capable of working independently and as part of a high-performing, agile team.
- Ability to manage available resource in the most effective way to deliver on agreed organisational objectives.
- Demonstrable ability to work under own initiative, to tight deadlines and deliver to a high standard
- Good planning, project co-ordination and organisational skills with the ability to manage and deliver a diverse workload related to programme delivery across a complex project, whilst ensuring effective prioritisation and balancing of the needs of a range of stakeholders.
- Ability to co-create and implement effective plans to achieve agreed organisational objectives and to help make clear, informed and timely decisions.

Knowledge, experience and qualifications

- Experience in youth programme design and/or delivery, preferably at national or regional level.
- Experience engaging and working with volunteers and young people from diverse or underserved backgrounds in the youth sector.
- Experience of working as part of a team.
- Experience of managing own workload.
- Experience of researching, consulting with people of different backgrounds, and collaborating on ideas with others.
- Experience of working with agile methodologies (or any other collaborative, flexible, creative ways).

Personal qualities

- A passion for youth empowerment and leadership
- Enjoys working in a creative environment that values flexibility, relationships and fun, but is willing to go the extra mile when needed.
- Takes pride in delivering high quality, best-in-class outputs within time-sensitive processes.
- Recognises the benefits of empowering and collaborating with volunteers and young people, and can demonstrate the empathy needed, ability to give and receive constructive feedback.
- A commitment to diversity, equity, and inclusion, particularly in engaging underserved communities.
- Able to maintain an up-to-date knowledge of technical competency areas and take a proactive approach to self-development and performance improvement.
- Commitment to young people; understanding of their needs and a passion for supporting them to be their best.
- Passionate about empowering young people through engaging, inclusive programmes.
- Proactive, collaborative, and flexible in working style.
- Committed to diversity, equity, and inclusion in programme design and delivery.
- Enthusiastic about continuous improvement, feedback and learning.
- Willing to contribute to a vibrant and supportive team culture, taking responsibility to help others be at their best.
- Willing to go the extra mile to support a supportive team culture and share success.

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 that you've read the [Recruitment and Selection Policy](#).

Please submit an application by 11:59pm on Wednesday 19th August 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 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 & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

[Interviews will be held on via teams w/c 31st 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 recruitment@scouts.org.uk to set up a call or virtual meeting.