



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

Your applicant information pack Graphic Designer (Fixed Term)



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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.

Liza Zerb
Head of Ecommerce & Marketing

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

'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

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?

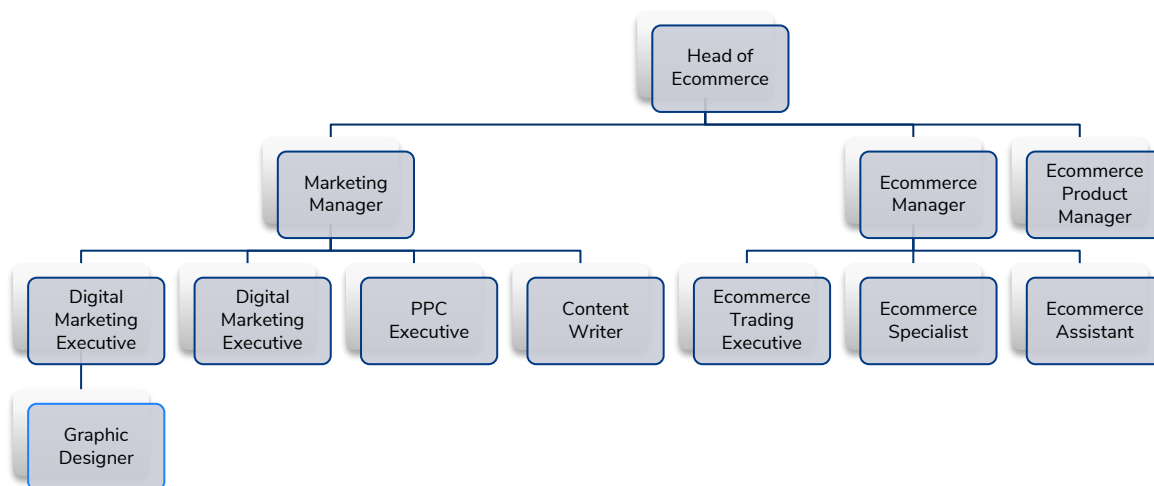
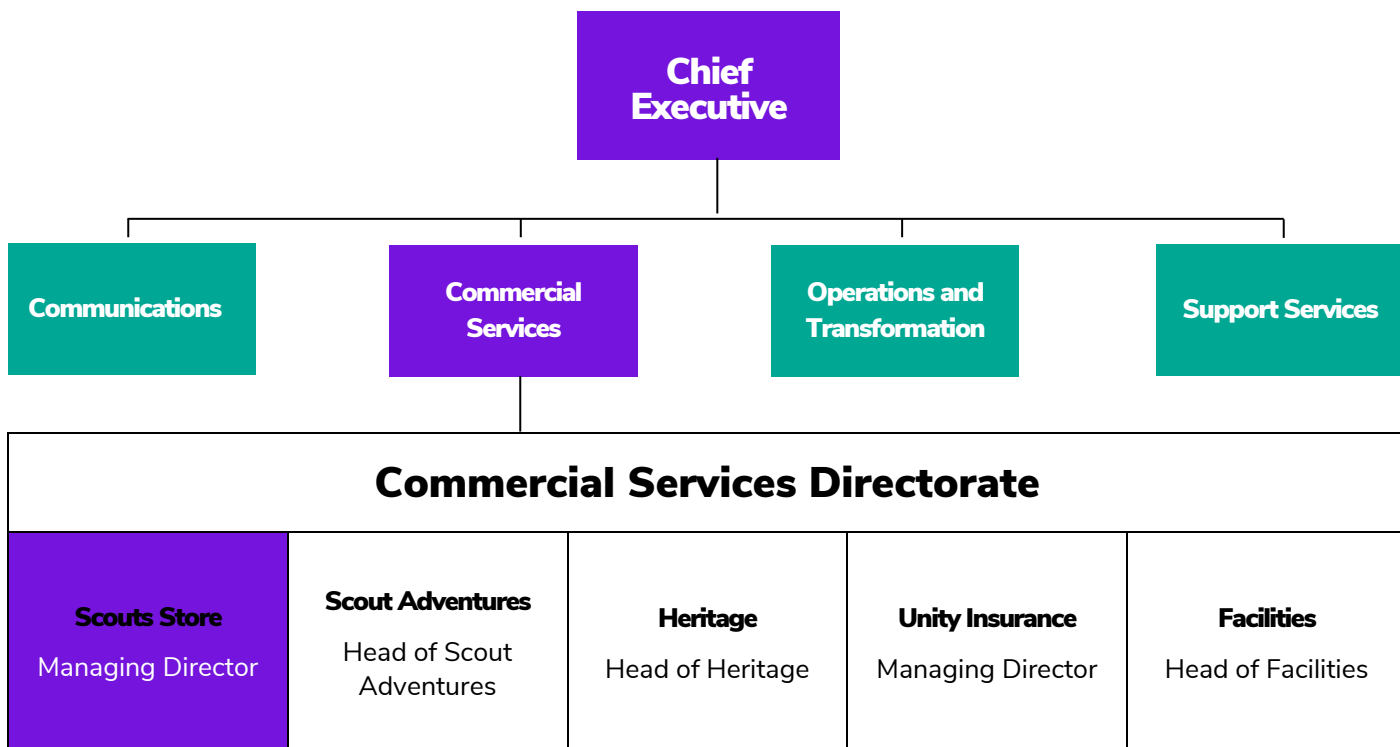
Check out our [benefits page](#)

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:



About the role

Responsible to:	Digital Marketing Executive
Department:	Marketing & Ecommerce
Base location:	Lancing, West Sussex BN15 8UG
Role supports hybrid working:	Yes – click here for further details
Term:	12 month Fixed Term Contract
Salary:	£31,716 per annum (Band E, Level 3)
Hours:	35 hours per week
Line management responsibility:	n/a
Internal relationships:	Departments within Scout Store
External relationships:	n/a
DBS:	Basic

What's expected?

Reporting to the Digital Marketing Executive We are looking for a versatile Graphic Designer with experience creating both product designs and marketing/ecommerce artwork. You'll take written or verbal concepts and translate them into compelling images, layouts, and visual assets. This role requires an understanding of how creative ideas are developed for physical products, as well as how strong visuals support marketing campaigns.

You will also work across a range of Scout Store subbrands, each with its own tone, style, and audience. The ability to adapt your design approach to suit different customer groups - from young people and parents to adult volunteers and B2B customers - is essential.

Knowledge of the retail sector is highly beneficial, and while experience with Scouting is a bonus, it's not essential.

Scout Store is a fastpaced environment with multiple projects running simultaneously. You'll need to balance competing deadlines, interpret varied requirements, and gather the right information to deliver highquality design options. You should be comfortable iterating on your work, responding to feedback, and collaborating closely with the different stakeholders for final signoff.

Key accountabilities

- Work across multiple projects to support the Buying, Ecommerce, and Marketing teams.
- Create mockup designs for clothing, accessories, and other products. You'll follow brand guidelines while still contributing creative ideas and suggestions.
- Adapt designs for a variety of subbrands and target audiences, ensuring each visual output feels relevant, engaging, and aligned with the intended customer group.
- Prioritise design projects based on expected ROI, audience impact, or organisational benefit.
- Produce visual assets for marketing materials, websites, and digital channels—including infographics, website banners, and social media visuals.
- Collaborate with colleagues to ensure all designs are consistent, onbrand, and audience focused.
- Support website updates where needed; experience with ecommerce platforms or Content Management Systems is an advantage.
- Create engaging designs for email marketing and social media, both of which are key channels for audience engagement and revenue generation.

Skills and abilities

- Ability to interpret briefs, ask the right questions, and present multiple design options.
- Comfortable working on several projects at once and managing deadlines effectively.
- Proficiency in industry standard design tools (e.g., Adobe Creative Suite or equivalent).
- Understanding of brand consistency and how to adapt creative ideas across different formats and subbrands.

Knowledge, experience and qualifications

- Proven experience as a Graphic Designer, ideally within retail, ecommerce, or product led environments.
- Strong portfolio demonstrating product design, digital artwork, and marketing focused visuals.
- Experience designing for social media and email marketing platforms.
- Video making / editing non-essential but preferred
- Bonus: familiarity with Scouting or youth focused brands.

Personal qualities

- Positive and proactive attitude toward change, with the resilience and flexibility needed to support and deliver organisational transformation.
- Able to balance strategic vision with the practical need to make progress and deliver results.
- High emotional maturity, with the ability to adapt communication style and listening approach to suit different audiences and contexts.

- Skilled at building strong, trusting relationships through empathy, clarity and thoughtful engagement.
- Strong understanding of and commitment to promoting equal opportunities, safeguarding and diversity.
- Actively champions inclusive practices and ensures they are embedded in team culture and ways of working.



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 jobs page** by **11:59pm on Monday 22nd June 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.

Interviews will be held in Lancing on **Wednesday 1st 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 to set up a call or virtual meeting.