



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

Your applicant information pack Production & Operations 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 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

'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?

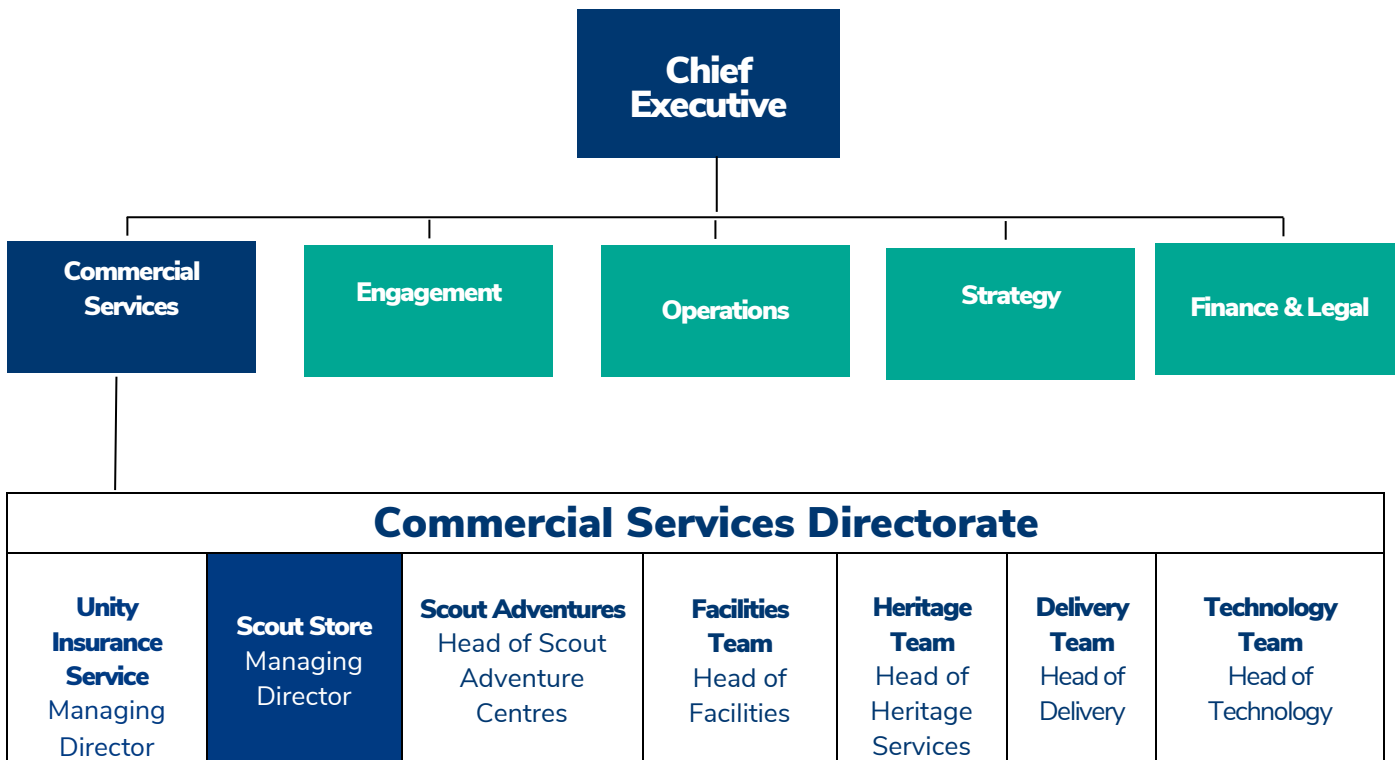
Check out our [benefits page](#)

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 five directorates:



Operations Team Structure



About the role

Responsible to:	Production Manager
Department:	Operations
Base location:	Littlehampton
Term:	Permanent
Salary:	£26,902.70 per annum, Band B, Level 3. Inc of an MS.
Hours:	35 hours per week
Internal relationships:	Production, Customer Services, Operations
DBS:	Basic

What's expected?

The Production & Operations Administrator supports the day-to-day running of the production department by helping with planning, stock control, customer updates, and general administration. The role is important in ensuring customer orders are processed accurately and completed on time while keeping records and systems up to date.

Key accountabilities

Production Administration

- Assist with production schedules and daily workload planning.
- Update systems with order information and production progress.
- Monitor orders and report any delays or issues.
- Prepare production paperwork and reports.
- Despatch orders

Customer Communication

- Work with Customer Services to provide updates on orders.
- Communicate any changes or issues that may affect delivery dates.
- Help resolve customer queries relating to production.

Stock Control

- Monitor stock levels of materials and supplies.
- Maintain accurate stock records.
- Assist with stock counts and audits.
- Raise requests for materials when required.

Quality Administration

- Maintain quality records and documentation.
- Support quality checks and record findings.
- Help investigate and document quality issues when they arise.

Operational Support

- Maintain production files, records, and databases.
- Prepare reports and management information.
- Support health and safety administration and record keeping.
- Assist with equipment maintenance scheduling and documentation.

Cross-Department Working

- Work closely with Customer Services, Warehouse, Buying, and Production teams.
- Attend meetings when required and provide updates.
- Support good communication between departments.

Skills and abilities

- Good organisational and administrative skills.
- Strong attention to detail.
- Good communication skills, both written and verbal.
- Ability to manage workload and meet deadlines.
- Competent in Microsoft Office, particularly Excel, Outlook, and Word.
- Experience in an administration, warehouse, stock control, or production support role would be beneficial.
- Ability to work as part of a team and on your own initiative.

Personal qualities

- Reliable and hardworking.
- Positive and flexible approach to work.
- Good problem-solving skills.
- Able to work in a fast-paced environment.
- Team player with a professional attitude.
- Willingness to learn and adapt to changing priorities.

To provide administrative support across production and warehouse operations, helping to ensure orders are delivered on time, stock is managed effectively, records are maintained accurately, and customers receive excellent service.



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 Monday 19th October 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, 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 27th October 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.