Join us to help transform the volunteer experience in The Scouts

Project lead – People Programme

Contents

At a Glance

The Volunteer Journey

Describes a volunteer's path whilst volunteering with The Scouts. It starts from the moment they are first recruited and welcomed into the Scouts, through their appointment and induction, training, recognition, and review, until they eventually leave The Scouts.

The People Programme

This work will primarily involve delivering new and revised processes, practices, and contents that will shape and support a transformed volunteer journey. To make it easier to manage and deliver, this work is subdivided into 4 themes covering about 20 projects.

The Projects

A list of the projects, the commitment and tasks required and what they are expected to deliver can be found here. You will be asked to indicate which project(s) you are interested in leading when you apply.

This Role

The role involves leading a small team consisting of staff and volunteers to work on the transformation of one aspect of the volunteer journey. The project team will own several tasks which will contribute to a set of outcomes, which are different depending on the project. To apply, and see descriptions for each of projects available, including the tasks and outcomes for each, click here.

The Duration of Your Involvement

We plan to complete this work between now and March 2023. Some projects will be short term and deliver quite quickly. Others will take longer. The expected time commitment and duration is included in the project descriptions. Some of this work may continue after May 2023 but we will specifically ask those involved if they are prepared to continue beyond that time.

The Key Outputs

The key outputs of the People Programme, to which you will contribute, are:

- Transforming the adult recruitment and joining process
- Simplifying training, focusing on developing and supporting amazing section leaders
- Creating a positive and rewarding volunteer experience for new and existing volunteers

Your Time Commitment

This will depend on several things, including the specific project, your circumstances and availability, and those of your project team. We will do our best to help to make sure your commitment can be flexible, balanced, and enjoyable.

The Volunteer Experience

We want to make sure our volunteers feel valued for everything that they do and most of all, we want them to enjoy their experience at Scouts.

We know we need to recruit and retain more volunteers if we want to keep growing and provide more young people with skills for life. There also needs to be more support in place to make sure there is a great local welcome, with a smooth, integrated learning experience and good ongoing support.
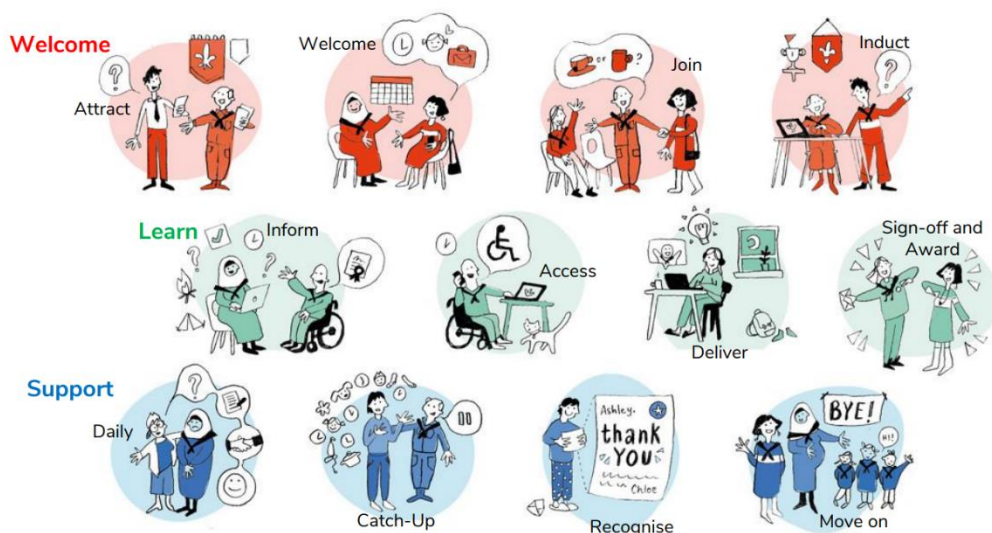
Together, we aim to:

- Recruit **10,000 more** frontline adult volunteers
- Have a **compelling volunteer offer** that demonstrates the value and benefit of volunteering for The Scouts
- Ensure our **volunteering roles** are modern, manageable, and fit for purpose
- Have an improved and **seamless joining and learning** journey
- Have more **volunteers from diverse range of backgrounds** that reflect the demographics of society

To do this, we are fundamentally reviewing our whole volunteer journey. We are working in closely with volunteers on the ground (and those not yet involved) to designs processes that provide a great experience and makes the best use of digital technology. We test things out, learn and make them better.

We are focusing on the needs of section leader teams and the vital role they have in directly delivering amazing Scouting to young people. We will then consider the support that these volunteers need, how they are managed, and the local

This is how volunteering will look...

governance roles required, ensuring all these roles work together to maximise our ability to equip young people with skills for life.

You can find out more about the work we have done so far and the vision for volunteering we are working to deliver <u>here</u>.

Volunteer and Staff Team

Your role will be within the People Programme team. You will work closely with the Volunteer Journey staff and volunteer team and other colleagues.

Current Work

We're a fast-moving team, with projects starting and finishing regularly. Our work will be delivered by a number of Projects grouped into 4 Themes:

- Volunteer Welcome
- Volunteer Learning
- Volunteering Framework
- Volunteer Experience

We're now working on:

- **Volunteer Welcome**

  - **Welcome Project** – transforming our recruitment and joining experience, making sure it is inclusive and welcoming. This involves redesigning our joining processes, support and creating new digital tools and systems to support it. This project team is working in collaboration with Girlguiding and is funded by the Pears Foundation.

  - **Volunteer Recruitment** – supporting and helping to develop ongoing campaigns and tools to help attract more volunteers.

- **Volunteering Framework**

  - **How We Volunteer** - Making sure that section leader teams have the right support for the future, by ensuring we have the right teams, tasks, and roles responsible for the right things, at the right levels. Reviewing our current volunteer roles and shaping these for the future.

  - **Volunteer Culture** – defining and promoting a culture for new and existing volunteers that captures the values we are committed to, what we expect of each other and our commitment to our volunteers. This includes creating and embedding a volunteer culture statement across the Scouts.

  - **Language** – Looking at the language we use to talk about volunteering and how we can develop this to ensure we consistently use clear, transparent, and accessible terms nationally and locally.

  - **Updating our rules and guidance** – it also means that we need to ensure our rules and guidance reflect our new processes, ways of working, structures.

  - **Supporting a smooth transition** – the work of the People Programme is ambitious and exciting, seeking to improve and transform key areas of our experience as volunteers in Scouting. But this also means that it includes a large amount of change management and support for transition of processes, systems, culture, and behaviour across the UK. It is important that we support this well and have tools and resource in place to make this as smooth as we can

- **Volunteer Learning**

- **Learning design and culture** – Redesigning and simplify our training for volunteers, making it easy to access, simple to understand and valued by volunteers. We are starting with developing and supporting amazing section leaders.

- **Learning Content** – Creating exciting, interactive and digitally led content for our new learning.

- **Learning System** – Identifying the needs and working with a supplier to develop and implement a new digital system to help us better support and deliver learning for volunteers. This will include hosting, recording, and reporting on learning, as well as enabling users to interact, support each other and get feedback.

- **Volunteer Experience**

  - **Reward and Recognition** – rethinking how we provide (and enable others to) recognise and celebrate the amazing achievements and contributions of our volunteers to ensure they feel valued and thanked. An exciting opportunity to innovate and expand our existing awards.

  - **Volunteer Development and Support** – looking at the day-to-day experience of being a volunteer and how they are supported regularly to develop, help with any challenges, and adapt their volunteering as their life and needs change.

  - **Volunteer Transitions** - Make it easy for volunteers to pause, stop, re-start or move the location of their volunteering or change the way they want to give their time. This includes making it easy to go from volunteering as a young person (via our Young Leaders Scheme) to being an adult volunteer.

  - **Alumni** – investigating the idea of creating volunteer alumni, to enable members to stay connected, keep connected and keep supporting Scouts, even when they might not be actively volunteering.

We are also regularly involved in supporting other work to develop and support volunteers across The Scouts, currently including:

- Getting ready for the roll out of Squirrels, our new early years provision for 4 and 5 year olds
- The #GoodForYou recruitment campaign to get more volunteers involved in Scouting
- Looking at our Scouts Membership System and how develop this in the future

The role – Project Lead

Anyone who currently is or are willing to become a member of The Scout Association and aged over 18 is eligible to apply for this role.

There are a number of projects which are either in progress or at the point of inception. These are listed here along with information about the tasks each project team will need to undertake, expected outcomes, time commitment and expected duration. Over time, other projects may be added, and some existing projects may need to change.

Purpose of the role

Working in partnership with a staff member, you will lead a team of staff and volunteers who will carry out the tasks required to deliver the outcomes of your project. The scope, objectives and expected outcomes of the project will be agreed with you at the outset, in discussion with the relevant Theme Lead and the Volunteering Transformation Manager.

Your Tasks as Project Lead

You will work in partnership with the lead member of staff to deliver the following tasks:

- Set the Project direction within the agreed scope, in order to deliver the agreed objectives and outcomes;

- Recruit and lead a diverse team of volunteers to work together, and in partnership with key members of staff, to deliver the tasks allocated to the project. You will agree the allocation of tasks with members of your team;

- Make appropriate decisions on direction of work within the scope of the project, responding to challenges and changes in direction and seeking guidance and support from the relevant Theme Lead and Volunteering Transformation Manager when appropriate;

- Track progress and report regularly to the relevant Theme Lead.

- Drive forward the project with your team, ensuring the outcomes and outputs are delivered within the agreed timescale.

The Details: What you need to know

Responsible to:	Relevant Theme Lead for the theme your work package is part of (Volunteer Learning, Volunteer Welcome, Volunteering Framework or Volunteer Experience)
Contacts:	Programme Sponsor (the lead volunteer on the programme)
	Programme Senior Responsible Owner (the lead staff member on the programme)
	Theme Leads
	Other Project Leads
	Team Members
	Other volunteers and staff colleagues involved in delivering the People Programme and related work
Time Commitment	This will depend on several things, including the specific project, your circumstances and availability, and those of your project team. We will do our best to help to make sure your commitment can be flexible, balanced, and enjoyable. In addition to time spent leading the project team, there will be an additional requirement to meet with Theme Leads and Project Staff. This will be agreed at the time of appointment and will depend on the project and may change depending on its status.
Expenses	All out of pocket expenses will be reimbursed, in line with The Scouts' expenses policy. This will be agreed in advance with your staff contact.

Person specification: What we need from you

Skills and abilities:	- We expect you to be able to organise people to get things done. - You will have the ability to lead and motivate a team. - You are good at organising and planning activities and managing interdependencies.

| **Knowledge and experience:** | • We expect you to have an interest, knowledge, or experience concerning the subject matter of your Project |

| **Personal qualities:** | • Inspirational, energetic, and enthusiastic about the job
• Open to new ideas and motivated to deliver change
• Approachable at all reasonable times
• Committed to the Scouts Fundamentals
• Committed to personal development
• Self-motivated |

Support: What we can help you with

- You will be part of a friendly team of volunteers and staff members who will support you in your role.

- You will have a volunteer line manager who will support you in your role and development.

- The team are also happy to provide a volunteer buddy or mentor to support you in getting to grips with the programme and project, doing your role and thriving within the team.

- We will cover all expenses (according to our expenses policy) and would welcome discussion about any reasonable adjustments we can make.

- You may feel that you may have only some of the skills and experience required for these roles and the potential to grow into this role. We really welcome applications from all candidates. Previous volunteering experience at a national level is helpful but not at all necessary. We are particularly keen to build a team that reflects our diverse membership and so we particularly welcome applications from members across a wide range of demographics.

How to apply

To apply for this role, please complete the online application form. If you are unable to use the online form, do contact us using the details below.

Key dates

The closing date for applications is **midnight on 26 September.**

Successful candidates will be invited to interview during the week starting on **4 October 2021**. This will be done remotely using Zoom or Teams. We are committed to ensuring the role is flexible, and that time commitments can work around the applicants' needs

Further information

If you would like to discuss the role in more detail, please contact Jack Caine (jack.caine@scouts.org.uk) or Katie Miller (katie.miller@scouts.org.uk).