

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



# **Applicant Information Pack**

## **Senior Project Manager**



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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. 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.

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 Commissioner



Matt Hyde, Chief Executive

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Scout Ambassador, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levy 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?

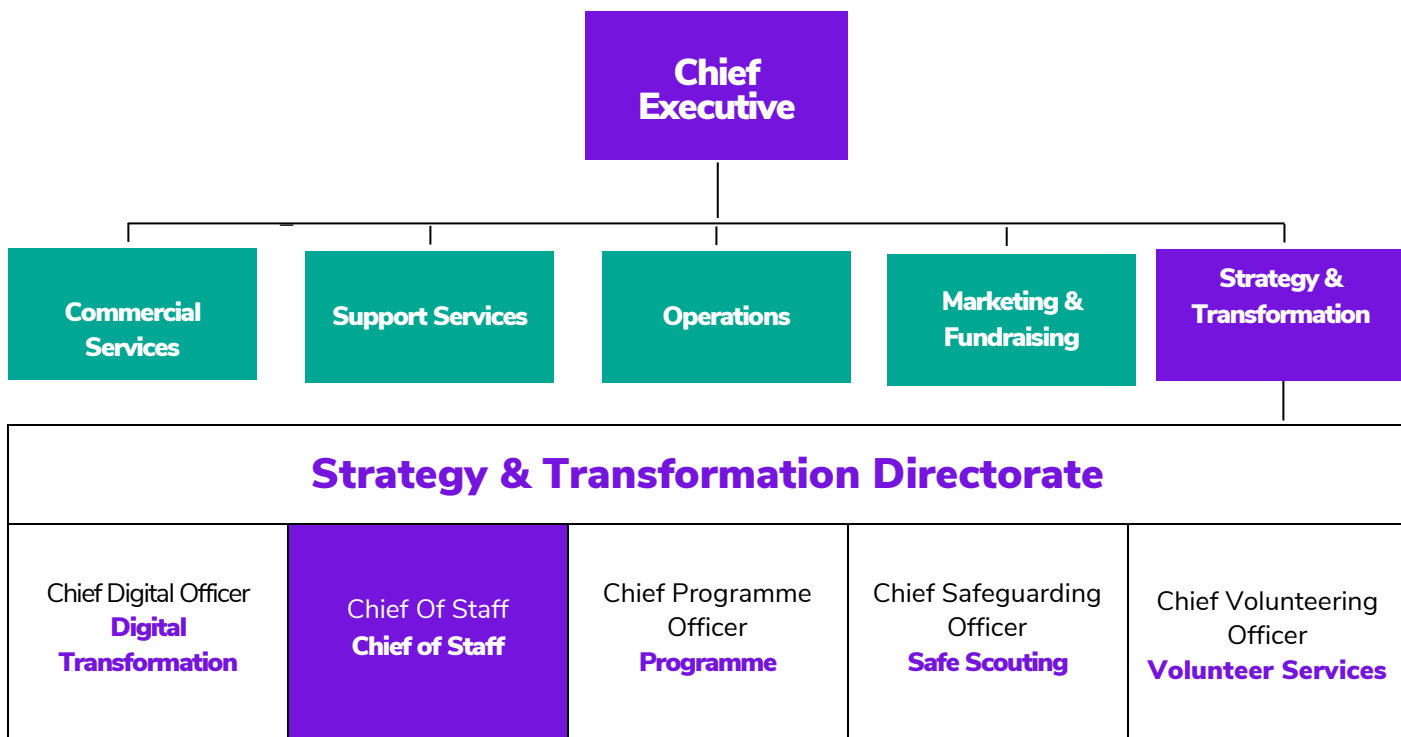
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years (and we don't insist you go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

## Want to know more?

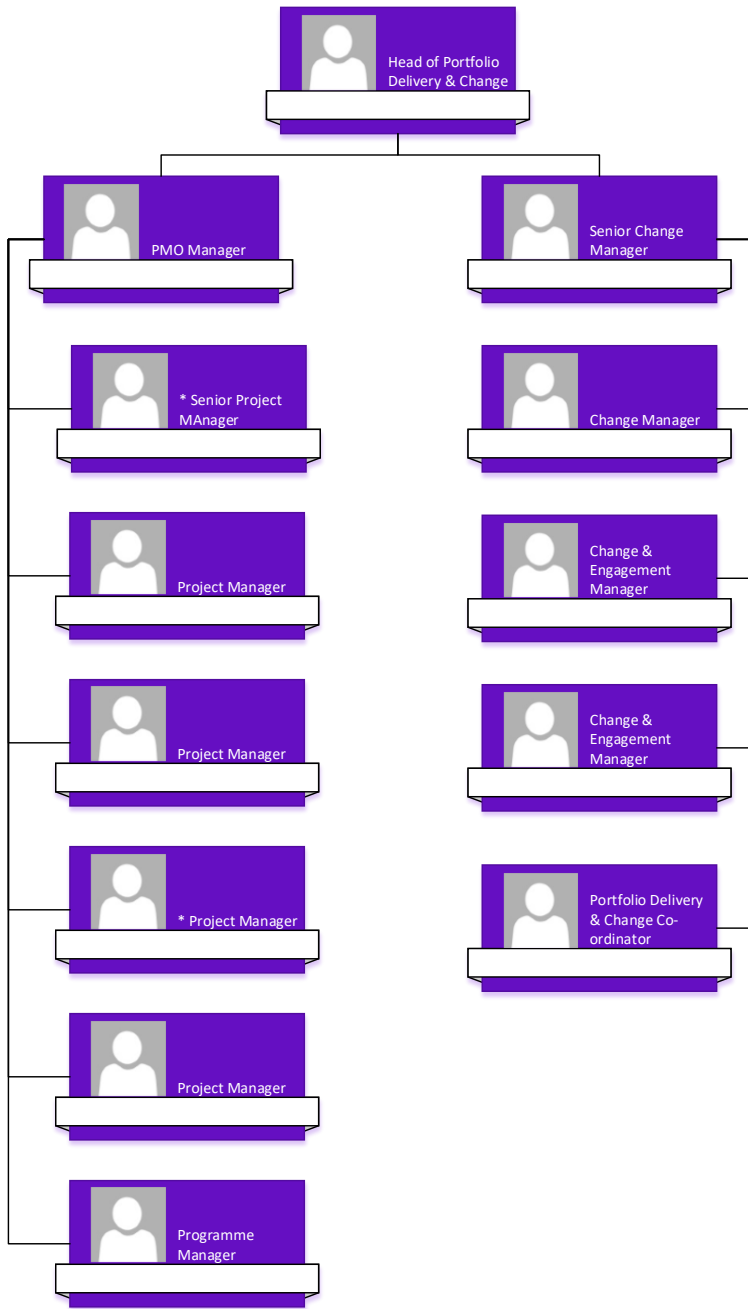
Check out our [benefits page](#)

# How we're structured

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



# Portfolio Delivery & Change Team Structure:



# We're the Portfolio Delivery & Change Team.

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

It's a great time to join the Portfolio Delivery & Change team here at the Scouts! We are a team at the heart of delivering transformational change through leading on key projects and programmes which will ultimately help us give more young people skills for life. You will be joining a supportive and inclusive team where there are lots of opportunities to learn and grow. You will also have the opportunity to shape how we do things through collaborative working and a genuine commitment to responding to new ideas. Don't hesitate to get in touch if you have any questions!

James Booker  
Head of Portfolio Delivery & Change





# About the role

<b>Responsible to:</b>	PMO Manager
<b>Department:</b>	Chief of Staff
<b>Base Location:</b>	Gilwell Park, Chingford, London or Homebased
<b>Role supports hybrid working:</b>	Yes – <a href="#">click here</a> for further details
<b>Term:</b>	Permanent
<b>Salary:</b>	£56,085.68 Band G, Level 3, inclusive outer London weighting and Market Supplement (Hybrid based)  £54,325.68 Band G, Level 3 and Market Supplement (Homebased)
<b>Hours:</b>	35 hours per week
<b>Line Management Responsibility:</b>	Under review
<b>DBS:</b>	Basic

## What's expected?

It's an exciting time to join the Project Management Office (PMO) at the Scouts. The PMO supports portfolio, programme, and project management which will ultimately deliver our Skills for Life Strategy 2025. Our work helps to deliver our ambitious Skills for Life strategy, and together we are delivering projects which will help to make a significant difference to over 150,000 volunteers and 400,000 young people across the UK who are members of the Scouts.

As senior project managers and project managers we support the projects which will ultimately deliver our Skills for Life Strategy 2025. We're recruiting for roles in the following:

- Our Volunteer Experience programme, supporting the new volunteer journey with changes to volunteer culture, processes and new ways of working delivered from April 2023 and launching new digital systems in November 2023 for welcoming, learning and adult membership management;
- Our 14-24 programme, building on the research already completed to explore the outcomes we hope young people can achieve, implementing the activities that will get them there, and the programme and support (both culture and digital) that make the delivery of those activities as easy as possible by 2026
- Our newly-commenced Inclusive Growth programme will deliver our ambition to increase the numbers of Scout membership, and increase inclusion by creating more sections in areas of deprivation and increase the numbers of volunteers with Black, Asian or Minority Ethnic backgrounds.



Whichever role you join, we expect our PMO to be flexible and able to adapt to support different projects as the need arises.

As a Senior Project Manager, you will support the delivery of our most complex programmes and projects, which help deliver our strategy and key operational areas. You will work together with the Senior Responsible Owners and Sponsors of the programmes / projects whilst contributing to insight and evidence led decision making. You will ensure that the programmes / projects are governed and managed effectively and in accordance with the Scouts' project management (P3M) framework.

Our Senior Project Manager will on occasions deputise for the PMO Manager by facilitating key cross-team sessions and wider organisational meetings with key project & programme stakeholders across the Scouts. You will also mentor our team of Project Managers by supporting them to navigate complex risks and issues.

The PMO also serves as the centre of excellence for Scouts' P3M framework. As Senior Project Manager you will play a lead role in maintaining and continuing to improve the P3M framework. We also support staff in other departments who are involved in programme and project governance and management by providing best practice guidance, training and advice on programme and project governance and management.

The PMO operates across a multi-disciplinary environment, requiring the team to be adaptable and responsive as well as excellent planners and forward-thinkers. The role works across many of the teams across Scouts, as well as providing opportunities to work closely with our volunteers. We need someone who is great at motivating people, whatever their level or role in the organisation, and aligning them to the outcomes of the project. We are looking for someone with experience of delivering highly complex projects & programmes and who is passionate about using and learning to use project methodologies to deliver projects effectively.

## Key accountabilities

- Lead and facilitate the scoping, design, and delivery of complex projects & programmes
- Deputise for PMO Manager in key meetings and forums
- Lead role in maintaining and continuously improving TSA's programme and project management framework
- Mentor our Project Managers to support them to navigate their most complex project risks and issues
- Agree project/programme objectives, benefits, and plans for delivering these with your project stakeholders
- Define project/programme tasks and manage resource requirements accordingly
- Lead on the creation, ownership, and maintenance of project documentation: for example:
  - programme definition documents for programmes
  - project initiation documents for projects
  - exception reports
  - risks and issues
  - user stories for Agile based projects.
- Develop and manage project/programme schedules and progress updates
- Develop other required project/programme documentation such as RAID logs and finance sheets
- Secure adequate resource allocation for programmes and projects from line managers

- Support Senior Responsible Owners and Sponsors with governance of programmes and projects
- Manage programme and project budgets
- Provide direction and support to project teams
- Manage effective stakeholder engagement and communications
- Manage quality assurance
- Continuously monitor risks and issues
- Manage exceptions and changes in programmes and projects

## About you

### Skills and abilities

- Excellence in all practical aspects of project management
- Leadership and group facilitation
- Change management, influencing stakeholders at all levels
- Ability to use project & programme management techniques, tools, and software
- Excellent planning and organisational skills with the ability to manage conflicting priorities
- Ability to problem solve proactively and demonstrate critical thinking
- Ability to work effectively in a cross-functional and multi-disciplinary environment, as part of a team, which includes volunteers and senior stakeholders
- Deal with ambiguity and change positively, with the ability to adapt your approach
- Able to make decisions independently and engage others in decision making processes
- Ability to take the initiative, be assertive, persuasive and to motivate and inspire a range of audiences
- Ability to deliver quality work in a fast-paced environment, with the ability to balance emerging & tight timelines
- Excellent verbal and written communication skills
- Able to work collaboratively, including working across organisations within the sector and with external suppliers
- Comfortable with conflict resolution and balancing the sometimes-competing demands of all the stakeholders involved

### Knowledge, experience and qualifications

- A strong record in delivering and managing complex projects, which require engaging multiple stakeholders across people, culture, process and digital solutions
- A motivational leader who is able to facilitate cross-organisational meetings & forums
- Experience of delivering continuous improvement plans to ensure our project/programme tools & approaches are the best they can be
- Experience of managing risks and issues and raising these to the appropriate boards
- Strong track record of project planning including robust scheduling and budget management
- Experience of working for a not-for-profit or membership organisation with significant involvement of volunteers
- Experience working as part of a team, in a matrix team structure, and of leading and motivating project teams

- Experience of managing change and supporting with change management planning

## Personal qualities

- Committed to living the values of the organisation.
- A strong sense of accountability and empowerment in a values-based culture.
- Commitment to adult volunteers and young people, understanding their needs and a passion for supporting them to be their best.
- Open, confident and collaborative with the willingness to challenge constructively and to receive challenge.
- Emotional maturity and awareness to be able to flex your communication style and listening skills to adapt to your audience and to enable you to build strong relationships
- Positive and proactive in overcoming challenges and barriers.

## How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application via the Smartsheet link on [our jobs page](#). This will be an ongoing recruitment process until the role has been filled. Therefore this role will be removed once the post is filled.

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 an ongoing basis. This role will be removed once the post is filled.](#)

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.