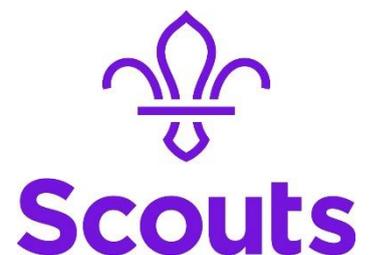




Junior Systems Engineer x 2

Applicant Information Pack



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Welcome

As Scouts, we believe in empowering young people with skills for life. We encourage our young people to do more, learn more and be more.

Each week, we give over 450,000 young people the opportunity to enjoy fun and adventure while developing the skills they need to succeed, now and in the future. 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 believe in bringing people together. We celebrate diversity and stand against intolerance, always. We're a worldwide movement, creating stronger communities and inspiring positive futures.

Having just launched a new strategic plan: Skills For Life: Our plan to prepare better futures, this is an incredibly exciting time for Scouting in the UK. We welcome talent from all backgrounds and your contribution to help even more young people succeed in life.



Tim Kidd, UK Chief Commissioner

Matt Hyde, Chief Executive



Our values

Integrity

Respect

Care

Belief

Cooperation

Our strategic plan

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Society is changing. In often fragmented communities, the pressures and expectations on young people are increasing. The future is uncertain. Scouts has never been so important in helping young people prepare for the future, developing the skills they need to succeed in a changing world. Each week almost half a million young people enjoy fun, friendship and outdoor adventure. They develop a sense of optimism and strong values as well as the leadership and team working skills that are more valuable today than ever.

Our movement achieves remarkable things. We have continued to grow for 13 consecutive years. Our previous plan, Scouting for All, inspired new Groups and sections to start in an additional 834 areas of deprivation since 2013. We now help over 462,000 young people aged 6-18 (including 102,000 girls) get the best possible start in life. Our social action campaign, A Million Hands, has enabled over 200,000 young people to make a positive contribution in their local communities.

Now we want to go further. Skills for Life is a strategy that supports and empowers our volunteers who are the people that make Scouts a reality. It's a strategy to bring communities together and contribute towards a better society. But most of all, it's a strategy for young people. They deserve the best skills, the best support, and the best possible futures.

'I believe that Scouts empowers young people. It gives them skills to achieve the remarkable, and opportunities to develop a deeper understanding of the rapidly changing world.'
Tim Kidd, UK Chief Commissioner

Skills for Life

Our plan to prepare better futures 2018-2023

Our vision

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Our mission

Scouting actively engages and supports young people in their personal development, empowering them to make a positive contribution to society.

Our values

We act with care, respect, integrity, cooperation, exploring our own and others' beliefs.

Our goals

We will achieve the following goals against our four objectives:

Growth

- 50k more young people
- 10k more Section Leaders
- 5k more Young Leaders

Inclusivity

- The demographic of adult volunteers reflects society
- In 500 more areas of deprivation

Youth Shaped

- 250k young people shape their Scouting each year
- 50% young people achieve top awards

Community Impact

- 250k young people making a positive impact in their local communities each year
- 50% young people achieve top awards

Our three pillars of work

To meet these objectives, we will focus on three pillars of work:

Programme

A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools.

People

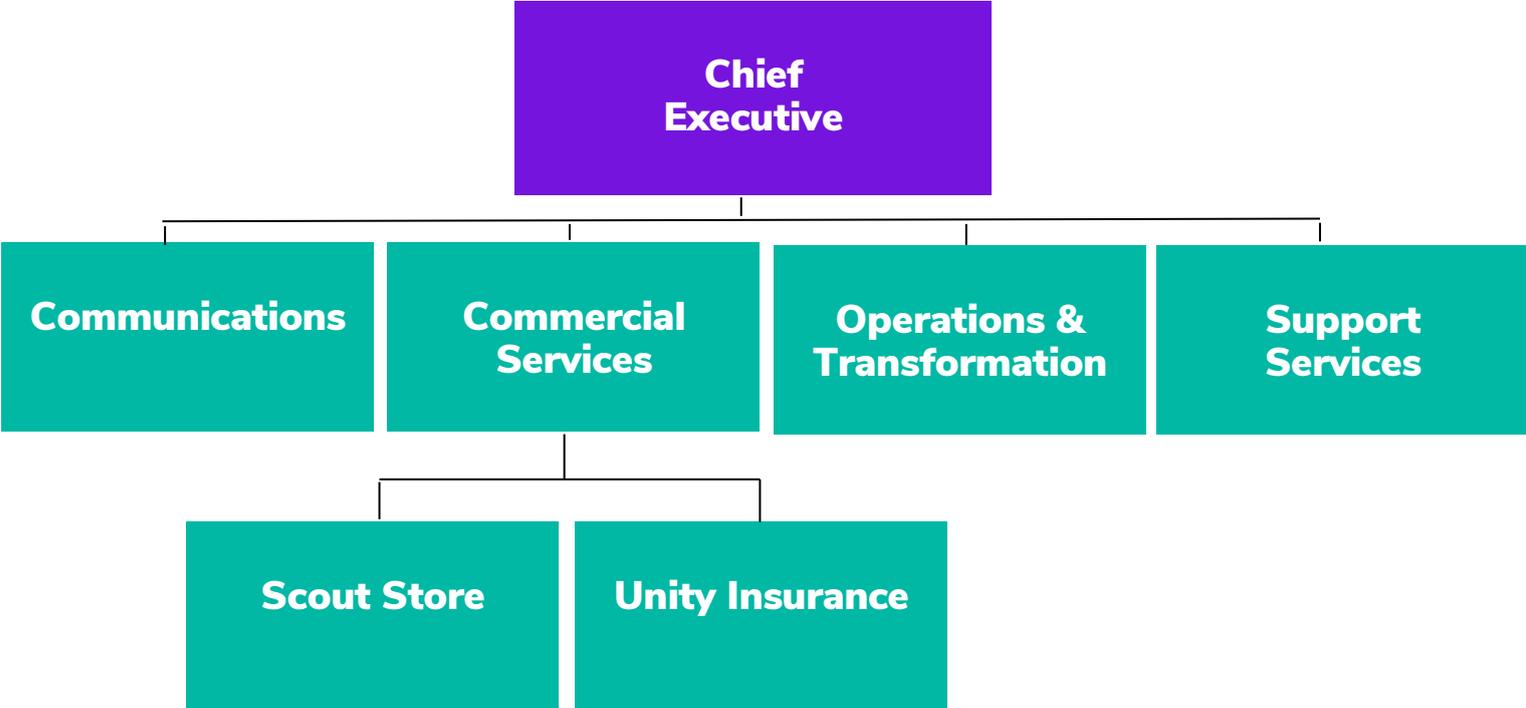
More, well trained, better supported and motivated adult volunteers, and more young people from diverse backgrounds.

Perception

Scouting is understood, more visible, trusted, respected and widely seen as playing a key role in society today.

Our Structure

The UK headquarters of the Scouts is based at Gilwell Park, Chingford, London, and is operationally divided into four directorates



The role

| | |
|--|--|
| Responsible to: | Service Delivery Manager |
| Department: | Digital Transformation, Operations and Transformation |
| Base Location: | Gilwell Park, Chingford, London |
| Term: | Permanent |
| Salary: | £26,401 per annum inclusive of Outer London Weighting, Band D, Level 3 |
| Hours: | 35 per week |
| Line Management Responsibility: | None |
| Budgetary responsibility: | None |
| Internal Relationships: | All TSA staff, IT, SLT, directorate staff |
| External Relationships: | IT suppliers, Members |
| DBS: | Basic |

Core purpose

You will help in the delivery of end user support services to Scout Association staff, including outside of core business hours when necessary. You will work to support IT service management and operate controls to ensure the availability and reliability of IT services in line with business requirements. In addition you will enhance IT Service Management capability – resources, processes and tools.

Key tasks

- Contribute to the delivery of an effective IT service desk function, delivery of 1st and 2nd line support, and TSA-wide communications to all users of IT services
- Responsible for maintaining and improving IT service controls including ITIL process management and compliance
- Operate effective IT service monitoring, service performance & customer satisfaction reporting
- Support the operation of IT service continuity / DR plans

- Support effective IT supplier relationships and overall supplier performance to ensure that delivery meets / exceeds level required by the specified service contracts.
- Participate in the management of risks to IT service delivery to ensure that IT operational risks are proactively identified and consistently managed
- Responsible for the maintenance of IT service catalogue
- Responsible for ensuring lessons learnt and captured; and that services are continuously improved
- Support robust service transition for all changes to existing and integration of new services
- Implement and execute Testing and Integration service for IT
- Support effective software license management across all IT services
- Support the delivery of services via an effective workload to set targets, provide direction, guidance and advice



Safeguarding rules – Yellow Card

We are a youth organisation who takes safeguarding seriously. The post holder agrees to comply at all times with the safeguarding rules as set out on The Scout Association's yellow card, [which can be found here](#). This is shared with young people and carers, as well as employees, so everyone knows our rules of engagement.

In order to comply, stringent vetting procedures take place including checking against an internal database to assess suitability and also Basic/Enhanced DBS checks as required.

GDPR and Data Protection

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law and to adhere to our Data Protection and GDPR policies

Health and Safety

The post holder agrees to abide by The Scout Association's Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place as well as that of their colleagues.

Equal Opportunities

The Post holder agrees to promote and uphold the principles of equal opportunities in accordance with The Scout Association's Equal Opportunities Statement and all related policies.

The person

We are looking for

We're looking for an experienced Service Desk engineer who can manage multiple BAU and Project orientated tasks, supporting internal staff situated in offices and locations across TSA. Someone who enjoys working at a fast pace and problem solving to support our staff.



Skills and Abilities

- Possess strong oral and written communication skills
- Strong conceptual, analytical and problem solving skills
- Self-motivated with excellent interpersonal skills
- Ability to assimilate and retain technical based information

Knowledge and Experience

- Service desk issue tracking and resolution in an office environment with satellite offices and remote users
- Creation and maintenance of user accounts and central administration of operating systems
- Experience with Microsoft OS – Windows 7 and 10, Mac OS. Support of desktops and laptops.
- Software installation and configuration; troubleshooting and resolution with help of senior technical resources and vendor support
- Application support of Office 365, SharePoint and MS Exchange/Outlook/OWA and mobile devices
- Experience of build installation, configuration, troubleshooting, and operation of desktop devices such as PCs, Laptops and printers
- Familiarity with server hardware and physical/virtual installation
- Familiarity of backup systems and anti-virus software and the role in Business Continuity, information Security and GDPR
- Awareness of operating system enhancements that improve reliability and performance of the system

Values and Personal Qualities

- Keen to ensure responsive and genuine engagement with internal and external stakeholders, which will both challenge and stretch
- Show calmness under pressure when dealing with staff and members
- Excellent communicator both verbal and written
- Willing and able to work as part of extended hours support team, and as part of an on call rota

Competency Framework

Level 4

Benefits

- **Holiday Entitlement:** 25 days per year plus bank holidays. This increases after two years' service to 28 days and after five years to 32 days.
- **Additional Holidays:** We operate an office closure during the Christmas and New Year holiday period that provides up to an additional 3 days of extra leave.
- **London Weighting:** In addition to a competitive salary we also provide London weighting to staff if located inner/outer London.

Looking after your health and wellbeing

Simply Health Scheme

You will have access to a medical scheme to help you with the cost of your everyday healthcare fully funded by the Association such as optical, dental and many more. You will also get access to the Gym discount, family days out discount and online health risk assessment.

Sickness absence

We pays sickness above the statutory minimum requirement.

(Above benefits apply to employees upon completion of three months in their role unless otherwise stated)

Food and drink

Subsidised lunch is provided to all employees when they are working at Gilwell Park between Monday and Friday and free beverages are available at all sites.

Looking after your future

Generous Pension Scheme

We are committed to providing our staff with a best work place pension scheme that is highly competitive in the third sector. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows..

This plan allows employees to contribute a minimum of 2% of their gross salary up to the maximum allowed within HMRC limits. The Association will contribute twice your contribution, up to a maximum of 10% of gross salary. Employees can benefit further by saving your own and the TSA National Insurance contribution that is paid into your pension pot.

Life Assurance

All employees are covered by a scheme which pays four times the basic salary in the event of death in service.

Getting to and from work

Car parking

All sites offer free car parking to employees.

Minibus Service (Gilwell Park)

A minibus service is provided which collects colleagues at 08:20, 08:35, 08:50 from Chingford Station. This service also drops colleagues off to the same location at 16:30, 16:45, 17:00 and 17:15.

Cycle to Work scheme

This scheme is a form of salary sacrifice which enables employees to purchase a bicycle through the Government's Cycle to Work Scheme and can save you up to 42% on the retail value (depending on the employees tax bracket).

We are proud to be a family friendly employer

Personal Days

Up to four personal days paid leave a year.

Maternity/Paternity Leave

We pay maternity leave above the statutory minimum requirement.

Childcare Vouchers

This scheme is a form of salary sacrifice, enabling employees to purchase childcare vouchers.

Start and finish time

Employees can apply for some flexibility on their start and finish times of work.

Making your money go that little bit further

Scout Store purchases

Employees can make purchases from Scout Store with a discount of 25% on certain items, excluding uniforms.

Online Benefits Portal

Our online benefits portal allows you to tailor make your own benefits package.

Developing yourself and others

Study and volunteer leave

Special leave includes paid leave for volunteering and study leave

How to apply

Before making an application please ensure that you have read the Recruitment and Selection policy: <https://scouts.org.uk/media/1009429/Recruitment-and-Selection-Policy.pdf>

Please submit an application via the Smartsheet link on our jobs page www.scouts.org.uk/vacancies.

In order for us to monitor the application of our Equal Opportunities policy <https://scouts.org.uk/about-us/key-policies/equal-opportunities-policy/>, we would be grateful if you would also complete the Recruitment Monitoring questions on the Application Form.

If you are unable to use Smartsheet, please post your application to:

Human Resources, The Scout Association, Gilwell Park, Chingford, London E4 7QW

The closing date for applications is **23.59 on 10th October 2019**.

Telephone interviews will be held on **17th October 2019**, followed by a face to face interview the following week if progressed.

If you would to discuss the role in more detail, please contact the Recruitment Team at recruitment@scouts.org.uk.

