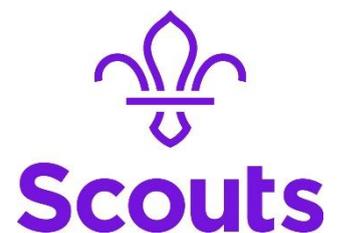




# Scouting Information Adviser

## 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.

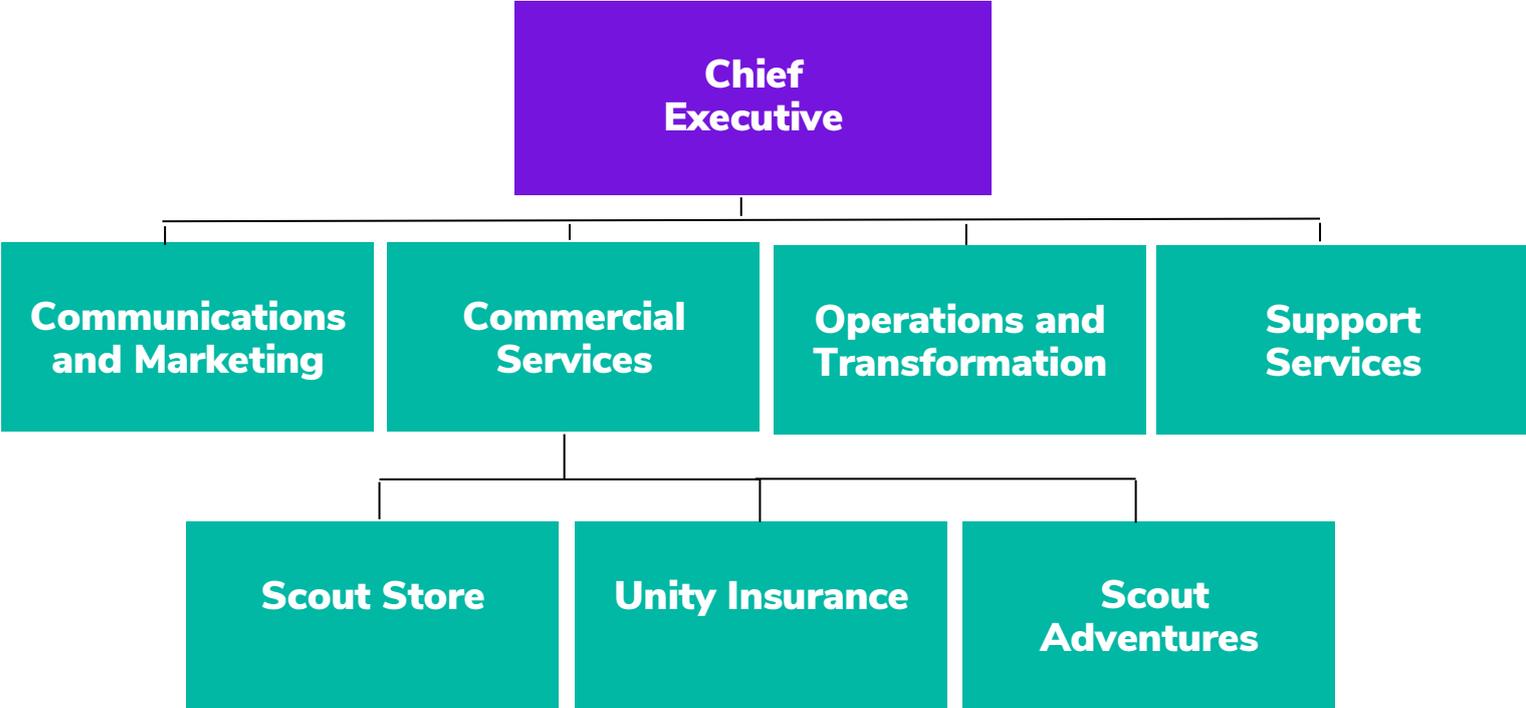
#### Perception

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

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# The role

<b>Responsible to:</b>	Information Centre Team Coordinator
<b>Department:</b>	Member Support, Operations and Transformation
<b>Base Location:</b>	Gilwell Park, Chingford, London
<b>Term:</b>	Fixed term contract until the end of July 2020
<b>Salary:</b>	£23,953 per annum pro rata (inclusive of Outer London Weighting), Band C, Level 3
<b>Hours:</b>	35 hours a week – Shifts on a two week rotation-8am to 4pm and 9.30am to 5.30pm
<b>Line Management Responsibility:</b>	None
<b>Budgetary responsibility:</b>	None
<b>Internal Relationships:</b>	Member Support Department
<b>External Relationships:</b>	Scouting volunteers, parents, members of the public
<b>DBS:</b>	Basic

# Core purpose

To be the first point of contact for the Scout Association, and to provide support, advice and guidance to members of Scouting and the public by phone, email and live chat over a wide variety of Scouting issues and situations.

# Key tasks

- Provide friendly, helpful and supportive advice and guidance to members contacting the Scout Association (on a wide range of Scouting matters) principally by phone and email but also by live chat and occasionally face-to-face.
- Work with the Deputy Head of Member Support and Scouting Information Team Co-ordinator to improve systems and processes within the Member Support Team and to provide feedback to other Scouting Teams.
- Understand and be able to provide advice on complex and varied issues relating to all aspects of Scouting at an appropriate level to customers who will have various degrees of understanding and knowledge of those issues and of Scouting.
- Work within defined service level agreements to provide excellent customer service.
- Maintain the accuracy and currency of information held by the Member Support department through active engagement with other departments across Headquarters.
- Contribute to the monitoring of customer/member satisfaction and to assist in making changes to the service to ensure continuing satisfaction.
- Maintain strict confidentiality in respect of staff, volunteer and others' records, including privileged information relating to the services of the Association, staff, and volunteers.
- Provide support to those who may be dealing with difficult situations in a calm and professional way, and know when to escalate to appropriate managers or other teams when appropriate.
- Undertake some administrative tasks as required.

## 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 TSA'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 TSA'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 TSA's Equal Opportunities Statement and all related policies.

## **The person**

### **We are looking for**

**E=Essential D=Desirable HD=Highly Desirable**

We are looking for bright and bubbly person to join our team of advisers in a small, fast paced and busy contact centre. You need to be confident to deal with enquires covering a broad spectrum of topics and be able to take responsibility for your own learning, with support from the whole team. You will need to have good computer skills as you will be using contact centre software, MS Office packages, online processes and a bespoke member database



## Skills and Abilities

### Team work

- Contribute as a member of a team (E)
- Work on own initiative (E)
- Have excellent customer service skills (E)

### Organisational

- Prioritise work load in a busy environment (E)
  - Work to deadlines (E)
- Pay attention to detail (E)

### IT Literacy

- Be proficient in Microsoft Office and e-

mail applications (E)

- Working with bespoke databases/applications (HD)

## Knowledge and Experience

- Recognised customer service qualification (HD)
- Educated to A level standard (HD)
- Being an adult in Scouting (D)
- Working in a customer service environment (E)
- Build and maintain relationships with people at all levels and of all ages (E)
- Excellent written and oral communication (E)
- Excellent telephone manner (E)
- Basic knowledge of GDPR (D)

## Values and Personal Qualities

- Committed to living the values of the organisation
- Good at taking on self learning
- Not afraid to ask for help from colleagues, managers or other department team members
- Works well in a very busy environment
- Very much a team player

## Other essential criteria

- A knowledge of Scouting is helpful, but not essential
- A desire to provide the very best customer service you can

## 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

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### 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 pay 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

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### 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

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### 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**

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### [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**

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### [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**

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### [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](http://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 Form on the jobs page.

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 Tuesday 26<sup>th</sup> November 2019**

The interviews will be held on **Friday 6<sup>th</sup> December 2019 at Gilwell Park, Chingford, London.**

If you would to discuss the role in more detail, please contact the Recruitment Team at [recruitment@scouts.org.uk](mailto:recruitment@scouts.org.uk).

