

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



Applicant Information Pack

Product 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, 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



Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi 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](#)

We're the Digital Team

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

As part of Scouts' vision, our digital team exists to enable connection, remove barriers, and empower volunteers to deliver incredible experiences for young people. We design and build services that are simple, reliable and centred around real user needs—freeing up volunteers' time, keeping young people safe, and supporting growth across the movement.

We're ambitious about what comes next. We're focused on creating digital products that people trust, enjoy using, and can depend on every day. That means being bold, making smart decisions about where we invest, and taking real ownership of the outcomes we deliver.

We're creating a culture that values collaboration, curiosity and continuous improvement—where people are trusted to lead, challenge and shape the future.

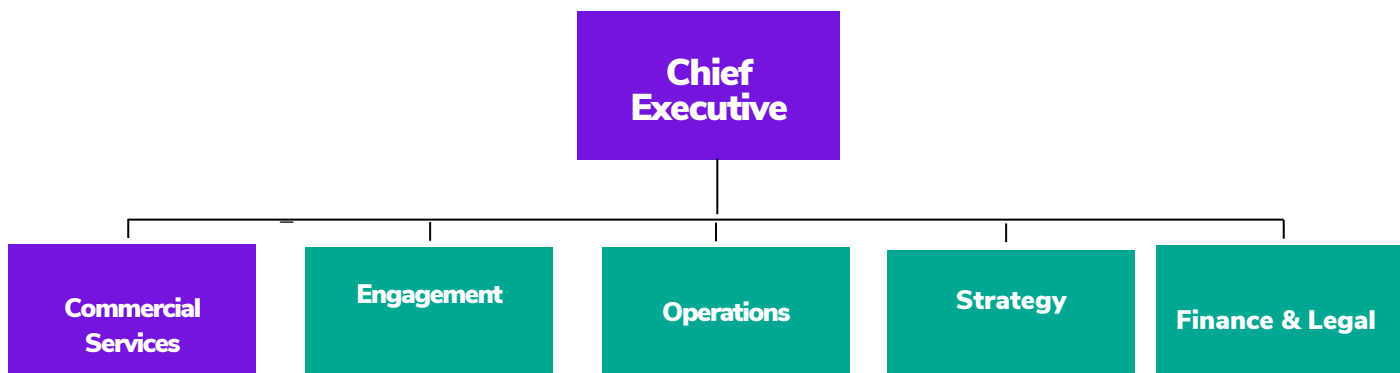
If you're motivated by purpose, excited by meaningful problems, and want to help build a place where everyone feels they belong, we'd love you to join us.

Prerna Carroll
Head of Digital

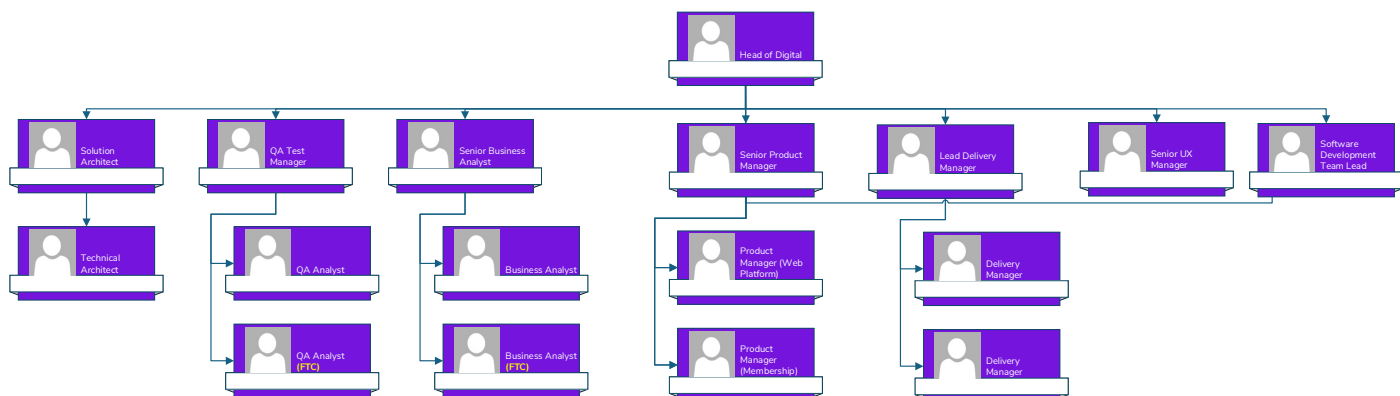


How we're structured

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



Commercial Services Directorate					
Digital Head of Digital	Scout Adventures Head of Scout Adventures	Unity MD Unity	Scout Stores MD Scout Stores	Heritage Head of Heritage	Facilities Head of Facilities



About the role

Responsible to:	Senior Product Manager
Department:	Digital
Base Location:	Gilwell Park, Chingford, London OR Homebased
Role supports hybrid working:	Yes – click here for further details
Term:	Permanent
Salary:	£55,206.18 per annum (inc. Market Supplement and Outer London Weighting) - Band G, Level 3
Hours:	35 hours per week
Line Management Responsibility:	no
DBS:	Basic

Core Purpose

It's an exciting time at The Scouts. As part of our Skills for Life strategy, we have recently delivered an ambitious digital transformation to enable The Scouts to become a truly digital-first organisation. This transformation has empowered more than 150,000 volunteers to support over 450,000 young people every week.

As a Product Manager, your purpose is to lead the development of digital products that meet user needs and deliver value to the organisation. You will spend time listening to users, understanding problems, defining a clear product vision, and translating that vision into deliverable outcomes. This role offers the opportunity to make a real impact. The digital products you help deliver will support over half a million young people every week as they develop skills for life through Scouts.

This is a unique opportunity to bring your skills, experience and expertise to a growing and prestigious organisation.

Key accountabilities

Product Management

- Act as the Product Manager for a portfolio of integrated digital systems
- Serve as the primary point of contact and escalation for assigned products

- Work with stakeholders to define product objectives and outcomes
- Create and maintain multiyear product roadmaps aligned to organisational strategy

Delivery and Execution

- Translate product vision into clear user stories and acceptance criteria
- Facilitate backlog prioritisation and feature delivery
- Lead build, testing, training, and deployment activities
- Ensure solutions meet organisational requirements and are fit for purpose
- Identify and manage dependencies, risks, and technical constraints

Stakeholder and Team Collaboration

- Build strong relationships with internal teams and external suppliers
- Facilitate workshops to understand business needs and user problems
- Run and support agile ceremonies, including planning sessions and retrospectives
- Inspire confidence through a strong understanding of the organisation and its goals

Change Management and Adoption

- Support change management activities to ensure successful adoption
- Ensure users receive effective communication and training
- Champion product management practices across the organisation
- Measurement and Continuous Improvement
- Define and manage product OKRs and KPIs
- Use data and insights to inform decisions and measure success
- Continuously review outcomes and identify opportunities for improvement

Person Specification

Experience

- Experience working on digital products across a range of delivery projects
- Proven ability to gather, analyse, and document user and business requirements
- Experience working with agile or iterative delivery methodologies (e.g. Scrum, DSDM)
- Exposure to digital platforms such as CRM systems, CMS platforms, mobile apps, and social media
- Experience using a variety of requirements elicitation techniques, including interviews, workshops, and user observation
- Experience analysing both functional and nonfunctional requirements

- Experience working across the full project lifecycle
- Familiarity with agile documentation such as backlogs, user journeys, user stories, and acceptance criteria
- Experience facilitating agile ceremonies, including sprint planning and standups
- Confidence working with a wide range of stakeholder groups

Skills, Abilities & Knowledge

- Strong understanding of product management, agile practices, and lean delivery
- Up to date knowledge of digital trends, tools, and best practices
- Excellent communication and stakeholder management skills
- Ability to manage complexity and prioritise effectively
- Evidence based decision making using data and insight tools (e.g. analytics platforms)
- Experience working with CMS, CRM, and analytics tools
- Strong problem-solving skills and ability to work independently
- Experience managing suppliers and delivering training
- Ability to deliver high quality work in a fast-paced environment
- Strong attention to detail and quality focus
- Ability to deliver quality work in a fast-paced environment, with the ability to balance emerging & tight timelines
- Capable of prioritising and managing own workload
- Quality focus and attention to detail

Values & Personal Qualities

- Passion for creating user centred solutions
- Positive and proactive approach to change and transformation
- Ability to inspire and lead others
- Comfortable balancing strategic thinking with hands-on delivery
- Emotionally aware, with the ability to adapt communication style to different audiences
- Commitment to equality, safeguarding, and diversity

Education & Qualifications

No formal qualifications are required

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 that you've read the [Recruitment and Selection Policy](#).

Please submit an application by **11:59pm on Sunday 12th July 2026**.

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 **W/C 20th July 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.