



Information Pack for the Role of

Director, Membership Services

World Scout Bureau Global Support Centre,
Kuala Lumpur, Malaysia

April 2019



SCOUTS[®]
Creating a Better World



World Scouting

"The Mission of Scouting is to contribute to the education of young people, through a value system based on the Scout Promise and Law, to help build a better world where people are self-fulfilled as individuals and play a constructive role in society."

The **World Organization of the Scout Movement** (WOSM) is one of the largest youth organisations in the world. Scouting is a grassroots educational youth movement that is truly bottom-up in its structure and approach in engaging young people from all over the world.

World Scouting today is a confederation of 170 National Scout Organizations (NSO) in a network of over 50 million Scouts in more than 1.5 million local community Scout groups. Some seven million members are volunteers who support the local activities, resulting in a huge multiplier effect.

Through peer-to-peer leadership supported by adults, each local Scout group embraces the same set of values illustrated in the Scout Promise and Law. Each of our 1.5 million local Scout groups follows a similar system of non-formal education suited to the unique aspects of their local community.

WOSM is an independent, worldwide, non-profit and non-political organisation, which serves the Scout Movement through its NSO members. Its purpose is to promote unity and the understanding of Scouting's purpose and principles, while facilitating its expansion and development.

The **World Scout Bureau** (WSB) is the Secretariat of the World Organization. It comprises of 140 professional staff, based in nine support centres worldwide:

- Belgium, Brussels (Europe Support Centre)
- Egypt, Cairo (Arab Support Centre)
- Kenya, Nairobi (Africa Support Centre)
- Malaysia, Kuala Lumpur (Global Support Centre)
- Philippines, Makati City (Asia-Pacific Support Centre)
- Panama, Panama City (Interamerica Support Centre)
- Switzerland, Geneva (Global Support Centre)
- Switzerland, Geneva (Europe Support Centre)
- Ukraine, Kiev (Eurasia Support Centre)

Director, Membership Services

Reporting to: Global Director, Organizational Development
Location: WSB Global Support Centre, Kuala Lumpur, Malaysia
Duration: Three years, renewable

Summary

The Director, Membership Services is a senior role within the Global Team, Organizational Development and leads the Unit Membership Services.

The functions of Membership Services Unit consist of 3 main focus areas:

1. Coordination of the [WOSM Services](#) throughout World Scouting's staff and volunteer structures, both on Global and Regional levels
2. Managing & continuously innovating 3 specific WOSM Services for Member Organizations owned by the Organisational Development Team, namely GSAT-Global Support Assessment Tool (WOSM's Quality Standard), Good Governance and Growth.
3. Provides hands-on support and expertise in Knowledge Management processes throughout the World Scout Bureau (WSB), in close liaison with the WSB's Digital Engagement Unit

The Unit currently counts 4 staff members of Manager level, all reporting directly to the Director, Membership Services. This role is envisioned as being both an oversight role, leading a team of 4 members, and operational with hands-on responsibilities to deliver on the team's objectives together with the other unit members.

Role description

Key responsibilities

Coordination of the WOSM Services ensuring full integration of the WOSM Services approach in WSB worldwide operations, including Regional and Global Support Centres as well as volunteer structures

- Lead and plan overall coordination of the different components of the WOSM Services (Services, Consultants, Digital Platform, Monitoring & Evaluation)
- Oversee recruitment, training, deployment and evaluation processes of the WOSM Consultants through a Consultants Management Team composed of staff and volunteers across the Regions.
- Oversee innovation and development of the WOSM Services Digital Platform
- Implement the monitoring & evaluation system for WOSM Services, enabling tracking of service delivery quality to Member Organizations

Implementation of the Services within the OD Team's portfolio

- **GSAT**, consisting of WOSM's Quality Standard and Capacity Strengthening process for Member Organizations
- **Good Governance**, comprising support to Member Organizations in Strategic PME, Project Management, Institutional and Constitutional Support
- **Growth**, including initiatives to increase the quality of membership measurement, targeted support to Member Organizations with high growth potential, welcoming new Organizations and innovative accelerators for growth

For each of the above, the role will require, in line with the deliverables set out in the WSB's Master Operational Plan and the World Triennial Plan

- oversight of resource production,
 - delivery of Services,
 - training and mobilisation of WOSM Consultants,
 - collaboration with volunteer working groups, overseeing and supporting these Services, both on World and Regional levels
- The role also supports the development and launch of new support areas within the above Services

Innovation of the knowledge management practices within WSB

- Provide strategic guidance and oversight to the knowledge management operations within the Unit and the World Scout Bureau as a whole, which includes
 - Nurturing a culture of knowledge management throughout the organisation
 - Management oversight of the WSB's knowledge repositories
 - Implementation of compliance monitoring tools in this area

Unit management & overall team responsibilities

- To carry out line manager responsibilities to staff directly assigned to work in this area
- To plan and manage the overall budget associated with the different elements of the Membership Services Unit, within the guidelines set by the Global Director and the overall principles of the WSB budget.
- To contribute to the strategic leadership of the Global Team, Organizational Development and support streamlining processes across the Global and cross-regional (Thematic) Team
- Take on extra tasks as required by the Global Director, Organizational Development.

Job requirements

Requirements

The successful candidate will have experience in managing a team focused on coordinating support initiatives to "customers" in a non-profit context. This could be country or district offices or a support network for organisations, either in a national or international context. In addition prior experience in coordinating large scale projects throughout the different structures of an organization is required to be successful in this role.

Experience

- Master's degree level in the area of business management, project management or international development, or able to demonstrate equivalence through experience.
- At least 5 years of work experience in a non-profit, NGO or international organisation
- Experience in line management required
- Experience in leading remote teams desirable
- Experience in handling complex projects which require cross-team collaboration required
- Experience in working with volunteers as a professional staff desirable

Desired knowledge and skills

- Ability to lead a team of diverse and enthusiastic professionals towards clear goals, including portfolio and performance management of direct reports
- Understanding of organizational capacity strengthening in a non-profit context (eg quality standards, strategic PME, strengthening board capacity)
- Experience or knowledge in one of the following areas is an asset:
 - Understanding of good governance principles
 - Membership growth & development strategies
 - Knowledge management approaches
 - Planning and delivering training sessions
 - Oversight of deployment of digital platforms
- Ability to write clear reports and concept papers
- Ability to work and co-operate within an international and multi-cultural framework
- Ability to balance multiple tasks and work well independently and collaboratively
- Ability to diplomatically negotiate between different parties to ensure smooth cooperation towards a common goal
- Ability to communicate effectively in English (written/spoken). Literacy in French, Arabic, Spanish or Russian would be considered an asset.
- Demonstrable computer literacy:
 - Microsoft Office expertise in a business environment essential
 - Internet in a business environment, in particular with different online collaborative tools is essential
 - Experience with project management applications desirable

Personal qualities

- Dynamic, open-minded, willing to learn, culturally sensitive
- Efficient, self-motivated, and proactive, with strong organizational skills
- Personal commitment to organizational excellence; displays honesty, integrity and a strong sense of ethics in all actions and decisions.
- Emotionally intelligent, able to build and sustain positive relationships with key stakeholders;
- Able to work under tight deadlines with a problem-solving mentality
- Capable, as a staff member, of working with Scout volunteers at national, regional and world levels.
- Willing to frequently travel abroad, including occasional work in evenings and weekends

Summary of employment

Terms and conditions

The WSB offers a range of tangible and intangible working benefits. This is a full-time position with a contract of three years with an option to extend the contract subject to agreement by both parties.

- The salary paid on a monthly basis will be appropriate to the role.
- The position is based in Kuala Lumpur, Malaysia.
- Contractual hours of work are a minimum of 40 hours per week, Monday through Friday, but additional hours may be required for the effective performance of the role for which there will be no additional remuneration. The successful candidate must be willing to work in the evenings and on weekends, when necessary.
- The holiday entitlement is 25 days per annum plus public holidays in the country where the position is based.
- The WSB has a pension plan, education scheme, and a medical plan – full details will be provided upon employment.
- Relocation support will be provided.

How to apply

Applications should be submitted at scout.org/jobs no later than 23:59 Kuala Lumpur time, on **28 April 2019** and should include:

1. a curriculum vitae with full details of education and career history
2. a cover letter outlining your suitability for the role, relating your skills, knowledge, and experience to the requirements of the job description and personal specification. Your particular interest and motivation in applying for this role should also be outlined
3. contact information of at least two persons who can provide employment references

Applications and enquiries should be emailed to jobs@scout.org.

The WSB is committed to making appointments on merit by a fair and open process, taking due account of equality and diversity.