Information Pack for the Role of
Manager, Volunteers and Young Adults Development

World Scout Bureau, Global Support Centre, Kuala Lumpur, Malaysia

December 2021
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 172 National Scout Organizations (NSOs) in a network of over 57 million members in more than one million local community Scout Groups. Some five million members are adult 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 one 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-partisan 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 WOSM. It comprises of approximately 130 professional staff, based in nine locations worldwide:

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

Position Title: Manager, Volunteers and Young Adults Development
Reports to: Director, Youth Programme
Location: World Scout Bureau Global Support Centre in Kuala Lumpur, Malaysia
Duration: 3-year contract, renewable

Summary

The Manager, Volunteers and Young Adults Development is part of the Global Team, Scouting Development. Together with colleagues across Scouting Regions, the Manager provides support and services to National Scout Organizations (NSOs) in the area of Adults in Scouting and the continuous development of volunteering at global, regional and national levels in line with the Adults in Scouting policy. In addition, the role will work together with volunteers to lead innovation and development projects in these areas with a particular focus on e-learning, leadership and the involvement of young adults in decision-making.

As part of the Global Team, Scouting Development this role will also contribute to the continuous development of educational policies, frameworks and resources, including identifying synergies with the World Scout Youth Programme Policy and how learning opportunities for young people and Adults in Scouting can be continuously strengthened.

Key Responsibilities

The Manager, Volunteers and Young Adults Development will have the following responsibilities:

- Support the implementation of the World Adults in Scouting Policy at the World, Regional and National level in the context of the global pandemic response and recovery by:
  - Ensuring implementation and adaptation of tools on recruitment, retention and succession strategies of volunteers;
  - Exploring and implementing innovative and flexible forms of volunteering;
  - Strengthening frameworks to recognise and validate the competencies of volunteers.
- Collaborate with volunteer and staff teams on the delivery of the Adults in Scouting objectives in the World Triennial Plan 2021-2024.
- Coordinate support & capacity strengthening of NSOs and World Scouting in the area of Adults in Scouting through:
  - Coordinating the WOSM Services team on Adults in Scouting;
  - Train, support and manage WOSM Consultants in the area of Adults in Scouting so they are able to adequately deliver services and support to NSOs worldwide;
  - Conducting training events for NSOs in collaboration with Regional staff and volunteers;
  - Maintain existing partnerships and explore new partnerships in the area of training and volunteering outside Scouting that enrich our offering to NSOs;
  - Contribute to and strengthen support structures for volunteers within World and Regional levels;
  - Contribute to the development and training programme of WSB staff from an Adults in Scouting perspective.
- Contribute to events, projects and units from the Adults in Scouting perspective including but not limited to:
  - World and Regional Scout events;
  - Leadership in Scouting area;
  - Youth engagement in decision-making for young adults;
  - Diversity and inclusion of volunteer involvement in Scouting.
- Take on other tasks as required from time to time as requested by the Director, Youth Programme.
Job Requirements

The successful candidate will have professional experience in the area of volunteering or training of adults in a national or international non-governmental organisation or in a non-formal education context. He or she will have a good understanding of the global volunteering context and associated trends (demographic, cultural, technology) and can show past experience in delivering innovative training modules in in-person, online and e-learning settings. Experience in Scouting at grassroots as well as at national level in the area of adult development or training will be considered an asset.

Professional Experience

- Appropriate qualification on university level in education, human resources, training and/or volunteering or equivalent through experience.
- At least 3 years of professional work experience in managing adult volunteers, training, resources and related processes.
- Experience in working with volunteers as a professional staff (required).
- Experience in remotely managing programmes and teams of people in a non-profit context.
- Experience in project management.

Desired knowledge and skills

- Ability to communicate fluently in English, both oral and written. Literacy in French, Arabic, Spanish or Russian would be considered an asset.
- Thorough knowledge in designing and implementing coherent volunteer recruitment, management, training, retention, and succession ("Adults in Scouting") programmes and plans.
- Proven capability to develop, and facilitate innovative training modules for in-person, online and e-learning settings.
- Strong presentation skills, both in design and delivery.
- Ability to coordinate an e-learning platform and guiding colleagues in efficient usage.
- Ability to balance multiple tasks and work well independently and collaboratively.
- Ability to work and co-operate within an international and multi-cultural framework.
- Knowledge of project management approaches, tools (SmartSheet) and agile methods.
- Strong digital literacy with knowledge of digital collaboration tools (Office365, Dropbox, Zoom, Slack).
- Proven capability to solve problems, cope with stress and handle conflicts.

Personal qualities

- Dynamic, open-minded, willing to learn and onboard and drive change.
- Ability to work as a team player together with a culturally diverse worldwide team of staff and volunteers.
- Self-motivated with a strong sense of initiative.
- Able to work under tight deadlines with a problem-solving mentality.
- Strong organisational skills, accurate and proactive.
- Interested in working for a value driven organization, 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.
- Willing to travel abroad from time to time, including occasional work in evenings and weekends.
Summary of Employment

Terms and Conditions

The World Scout Bureau 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 seniority of the role.
- The position is based in Kuala Lumpur, Malaysia. Initial period of appointment can be remote given the complexity of international travel due to the pandemic.
- 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 World Scout Bureau has a pension plan, education scheme and a medical plan – full details will be provided upon employment.
- Relocation support will be provided.

The offer of appointment will be subject to:

- 3 satisfactory references.
- Verification of relevant qualifications.
- Confirmation of eligibility to work in Kuala Lumpur (or the ability to obtain the appropriate work permits, at the WSB’s expense).
- Satisfactory completion of the probation period (3 months).

How to Apply

Applications should be submitted no later than 23:59 Kuala Lumpur time (GMT+8) on Friday, January 9, 2021 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. Your particular interest and motivation in applying for this role in Kuala Lumpur should also be outlined.
3. Contact information of at least two people who can provide employment references.

Applications and inquiries should be sent by e-mail to jobs@scout.org.

Ideally, the Manager, Volunteers and Young Adults Development will start 15 February 2022. Immediate availability is an asset.

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