Information Pack for the Role of Intern,
Membership Growth
World Scout Bureau, Global Support Centre,
Kuala Lumpur
January 2022
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 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)
Organisational Structure

The **World Scout Conference** is the governing body, the "general assembly" of Scouting, and is composed of all the NSO members of WOSM. It meets every three years and its function is to consider the policy and standards of the Scout Movement throughout the world, formulate the general policy and take the action required to further the purpose of the Movement.

The **World Scout Committee** (WSC) is the executive body of WOSM. It is responsible for the implementation of the resolutions of the World Scout Conference and acts on its behalf between its meetings. Every three years, 12 members of the WSC are elected (as voting Members) for a maximum consecutive term of six years at the World Scout Conference. The WSC has established six Scout Regions within WOSM, each comprising the NSO members within a geographical area. Each Region has a Regional Scout Conference, Committee, and Support Centre. The WSC also includes, as Ex-Officio Members, the six Regional Chairpersons, besides the Secretary General, the WOSM Treasurer, and a representative of the World Scout Foundation. Six Youth Advisors are additionally involved in the decisions and tasks of the WSC.

The **Secretary General** is appointed by the WSC and his role is to promote and safeguard the interests of the Movement. He is the Chief Executive Officer of WOSM and directs its Secretariat, the **World Scout Bureau** (WSB).

The **Chief Operating Officer** provides overall coordination and leadership to the operations of the WSB Global Support Centre. **Global Directors** are the leads of each of the four worldwide core business areas of the WSB: Scouting Development, Organisational Development, Communications and Strategic Partnerships, and Corporate Services.

The **Regional Directors** are the leads of each of the WSB Regional Support Centres around the world, and are responsible for the services delivered to the NSOs in their constituency. All the Global and Regional Directors (who form the Senior Management Team) report directly to the Secretary General and are each supported by a team of assistants, managers, and/or directors.
Job Description

**Position Title:** Intern, Membership Growth

**Reports to:** Manager, Membership Growth

**Duration:** 8 Months

**Location:** Kuala Lumpur

**Summary**

WOSM's Vision 2023 sets forth that by 2023, Scouting will be “the world’s leading educational youth movement, enabling 100 million young people to be active citizens creating positive change in their communities and the world based on shared values”. The global pandemic and resulting environment have challenged and significantly affected membership retention and growth across our NSOs.

The person going through this internship programme will be able to experience a number of learning opportunities through their contribution to support of WSB operations. These opportunities will contribute to the efforts in achieving WOSM’s triennial plan objectives under the Good Governance objectives.

The World Scout Bureau (WSB) is looking for an intern to support the ongoing work in the area of Membership Growth and contribute to the support for our NSOs in membership retention and recovery. Additionally, the person will also support the Organisational Development team on holistic organizational development tasks, identifying best practices, and good governance.

**Learning and development opportunities**

The learning opportunities for the Intern will be achieved by supporting the Good Governance Global Team of the WSB, specifically in the area of Growth. This will be achieved by:

- Increasing their understanding and skills in facilitating growth through contribution to the coordination between regional and world support centres.
- Increasing their understanding on strategies and tools that support organisations to grow.
- Experiencing working alongside groups of volunteers to progress strategic projects and support to organisations.
- Increasing their skills in research and the preparation of reports that help inform decision making.
- Learning how to shape research on membership development opportunities in new countries and support development of feasibility studies that will bring new member organisations into WOSM.
- Contributing to the support for regional staff in increasing the visibility of Growth via storytelling and follow up with projects.
- Contributing to the support provided to Growth consultants and to the development or innovation of tools and resources that will support National Scout Organisations in membership growth.
- Increasing their understanding of and contributing to the support provided to National Scout Organisation in their post-COVID-19 pandemic recovery, retention, and growth projects.

Under the supervision of the Manager Membership Growth, the Intern will support other relevant emerging tasks that may arise from time to time.

**Job requirements**

The successful applicant for this role is likely to be studying or have completed studies in strategic management, change management, international relations, international development, or a closely related field involving administration, organisational development, and management. They will thrive in a busy and changing environment and enjoy problem solving and relationship building in an international context.

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Qualifications and experience

- A graduate degree is desirable in a related area, equivalence through experience is also acceptable.
- Scouting experience is essential, experience at a national or international level is highly desirable.
- Experience in working with volunteers or personal experience of volunteering is desirable.
- Fluency in English both written and spoken is essential.
- Writing/editing reading materials.
- Arabic and/or French would be highly desirable, Russian and/or Spanish is an asset.
- Experience in any growth related field would be desirable.

Knowledge and skills

- Strong interest in organisational development, membership management or good governance.
- Capable of processing large amounts of data (reports, minutes) to identify and disseminate clearly essential information.
- Keen attention to detail with strong written and oral communication skills and a high degree of responsibility, integrity, and creativity.
- Proven capability of working with and safeguarding confidential information.
- Ability to work and co-operate within an international and multi-cultural framework.
- Demonstrable computer literacy is essential in Microsoft office application and internet in a business environment such as collaborative tools and social media.

Personal Qualities

- Dynamic, open-minded, willing to learn and curious.
- Culturally sensitive.
- Efficient, self-motivated, and proactive, with good organizational skills.
- Able to work under tight deadlines with a problem-solver mentality.
- Excellent attention to detail and well organised.
- Willing to work regular evenings and weekends.
- Subscribe to Scout values and norms: trustworthy, integrity, transparency, and accountability.
- Displays integrity and a strong sense of ethics in all actions and decisions.
- Immediate availability is an asset.
Summary of employment terms and conditions

Terms and Conditions

The WSB offers a range of tangible and intangible working benefits. This is a full time position with a contract of 9 months

- The World Scout Bureau offers a range of tangible and intangible internship benefits.
- This role is based in Kuala Lumpur, Malaysia.
- The World Scout Bureau will cover the following expenses (if applicable):
  a. Economy class return flight from the home country to Kuala Lumpur, Malaysia
  b. Visa processing costs
  c. Stipend to cover meals and incidentals
  d. Local health insurance
  e. Accommodation during the internship (shared apartment with other interns)
- Contractual hours of working are 40 hours per week. However, additional time 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 during the evenings and on weekends when necessary, for which reasonable time off in lieu may be given. A limited time allowance for coursework on a weekly basis can be discussed.
- The intern will be entitled to 20 days of leave per annum prorated to the duration of the contract plus public holidays in the country where the position is based.

Important to note:
- A remote internship can be considered if there is a need
- The pandemic restrictions in Malaysia provide us with no guaranteed situation on timeline or success and therefore significant flexibility is required.
- Full vaccination is mandatory to enter Malaysia as a foreigner, and likely a quarantine period of 7 to 14 days will be required upon arrival in country

Please note that this role is one of the first internship opportunities that we have opened since the start of the pandemic. The WSB will endeavour to secure the necessary permits for the role to be based in Kuala Lumpur, but pandemic restrictions in Malaysia still makes this process complex and the WSB can offer no guarantee on the timeline or success of this process. With this in mind significant flexibility from the successful applicant is required. Upon the successful completion of this process candidates must be aware that there will likely be quarantine period of 7 to 14 days required upon arrival in Malaysia.

The offer of internship appointment will be subject to:
- Two 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 World Scout Bureau’s expense)
How to Apply

Applications should be submitted no later than 23:59 Kuala Lumpur time (GMT+8) on Sunday, 6th March 2022 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 Intern Membership Growth will start no later than 1st April 2022.

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