



Information Pack for the Role of **Global Director, Organisational Development**

World Scout Bureau Global Support Centre,
Kuala Lumpur, Malaysia

July 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 (NSOs) in a network of over 50 million Scouts in more than one 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-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 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)

Global Director, Organisational Development

Reporting to: Secretary General, through the Chief Operating Officer
Location: WSB Global Support Centre, Kuala Lumpur, Malaysia
Duration: Four years, renewable

Summary

The Global Director, Organisational Development (OD), carries responsibility for the four core WSB portfolios:

1. WOSM's **streamlined approach of development and delivery of Services** to its membership of 170 NSOs, with additional specific responsibility for the Services directly related to Organisational Development
2. WOSM's **institutional and constitutional procedures**, including key responsibility for supporting Regional and World Scout Conferences as well as the WSB's knowledge management approach
3. WOSM's **Strategy for Scouting planning, monitoring and evaluation processes**; in close coordination with the Executive Office of the Secretary General
4. WOSM's **grant making processes**, embedded within WOSM's broader donor engagement in liaison with the World Scout Foundation

The role carries a pivotal responsibility for continuously innovating and streamlining organisational processes throughout the WSB, aiming for the efficiency and resource-effectiveness in its operations.

The Global Director leads a global staff team delivering on each of the above portfolio areas and provides worldwide coordination and support to all OD staff across the WSB Support Centres as the Thematic Team lead. The incumbent is a member of the Senior Management Team (SMT).

Key Responsibilities

- Oversee on a strategic level the coordination of the WOSM Services across all WSB worldwide operations, including **World and Regional volunteer structures**
 - Ensure consistent continuous improvement efforts of the WOSM Services systematic as a whole, in particular the learnings from a regional perspective
 - Provide strategic guidance to the recruitment, training, and deployment processes of the WOSM Consultants that deliver the WOSM Services in the field
 - Ensure cross-team alignment in the development of new resources and services areas
- Oversee on a strategic level the continuous improvement and delivery of Services within the OD portfolio (**GSAT, Good Governance**, and in the near future **Growth and Impact Assessment**)
 - Ensure deliverables for each of these Services are timely met as set out in the WSB's Master Operational Plan and the World Triennial Plan
 - Ensure coordination and support to staff/volunteer units on World and Regional levels that contribute to the development and continuous improvement of OD related services (Work Stream coordination)
- Oversee WOSM's **institutional and constitutional procedures**
 - Provide strategic support to the Constitutions and Ethics Committee of the World Scout Committee (WSC) in the fulfilment of their mandate
 - Provide strategic guidance to the SMT and on request to World and/or Regional Scout Committees on institutional and constitutional issues, in particular the supervision of new membership applications
 - Ensure a consistent knowledge management approach is deployed across World Scouting
 - Provide strategic coordination to the programmatic and institutional processes of World and Regional Scout Conferences

- Coordinate **planning, monitoring and evaluation efforts of WOSM's Strategy for Scouting**, in direct liaison with the Executive Office of the Secretary General
 - Coordinate the Triennial planning processes at World level and provide support to Regional planning processes to ensure close alignment
 - Ensure coordination across all operational volunteer bodies in an effective manner, including continuous improvement processes, within the guidance set by the WSC
 - Ensure further strengthening of WOSM's effort on measuring Scouting's social impact
 - Ensure a holistic monitoring and evaluation framework is implemented and continuously improved across World Scouting
- Oversee on a strategic level WOSM's **grant making processes**
 - Ensure all steps of WOSM's grant making system to NSOs, from reviewing incoming applications to approvals, disbursement, monitoring, and evaluation are handled timely, qualitatively, and with a consistent risk management approach
 - Directly contribute to embedding WOSM's grant making processes within a broader donor engagement approach
 - Ensure a close liaison with the World Scout Foundation on strategic issues related to grant making, in direct coordination with the Executive Office of the Secretary General
 - Provide regular strategic updates to the SMT and the Executive Office of the Secretary General with regard to overall trends in grants and burn rates
- Provide overall **team leadership** to the OD Global Team
 - Carry out line manager responsibilities and innovate staff structures within the global and Thematic Team as necessary
 - Plan and manage the overall budget associated with the different elements of the portfolio, within the overall principles of the WSB budget
 - Ensure leadership to all OD staff across WSB Support Centres through WSB's Thematic Teams approach, ensuring an efficient use of available resources
 - Take on an active role as member of the WSB's SMT, collaborating with SMT colleagues on specific projects as agreed
 - Take on extra tasks as required by the Secretary General or the Chief Operating Officer

Job requirements

We are seeking a person who

- has substantial experience within World Scouting (staff or volunteer) or a similar international or supranational organisation
- has professional experience in managing a team focused on coordinating support initiatives to “customers” in a non-profit context. This could be for example, country offices or a support network for organisations, preferably in an international context.
- has solid experience in project management, good governance, and coordination of large-scale projects throughout the different structures of an organisation

Experience

- Advance degree in the area of business management, project management or international development, or able to demonstrate equivalence through experience
- At least five years of management experience in a non-profit, non-governmental organisation or international organisation
- Experience in line management required
- Experience in leading remote teams required
- Experience in handling complex projects which require cross-team collaboration required
- Experience in working with volunteers as a professional staff required
- Experience in budget planning and monitoring required

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 organisational capacity strengthening in a non-profit context (good governance principles, quality standards, strategic PME, strengthening board capacity)
- Past experience with grant management and/or business development in a non-profit context will be considered a strong asset
- Experience or knowledge in one of the following areas is an asset:
 - Understanding of WOSM’s institutional processes
 - Membership growth and development strategies
 - Knowledge management approaches
 - Planning and delivering training sessions to diverse audiences
- Ability to write clear high-level reports and concept papers
- Ability to work and cooperate within an international and multicultural 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:
 - a. Microsoft Office expertise in a business environment essential
 - b. Internet in a business environment, in particular with different online collaborative tools is essential
 - c. Experience with project management applications desirable

Personal qualities

- Dynamic, open-minded, willing to learn and culturally sensitive
- Efficient, self-motivated and proactive, with strong organisational skills
- Personal commitment to organisational 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
- 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 four 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.
- 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 no later than 23:59 Kuala Lumpur time, on **30 August 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.