



Information Pack for the Role of **Manager,** **NSO Capacity Strengthening**

World Scout Bureau Global Support Centre,
Kuala Lumpur, Malaysia

August 2019



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)

Manager, NSO Capacity Strengthening

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

Summary

The Manager, NSO Capacity Strengthening, will be responsible for coordinating with National Scout Organizations (NSOs) on all services related to [Good Governance](#) and [GSAT](#), WOSM's Quality Standard. She/he will work closely with our regional support centres and volunteers in the field to ensure a smooth delivery of these services as well as engage in development work to further strengthen, innovate, and expand the support to NSOs in this area.

Additionally, this person will also serve as a focal expert in WOSM's overall capacity strengthening approach to NSOs, leveraging evolving insights from other international non-governmental organisations (NGOs) and relevant partners.

Role description

Key responsibilities

- Coordinate the delivery of the Good Governance and GSAT services to NSOs
 - Support regional staff and volunteers in preparing, delivering, and evaluating services
 - Organise GSAT assessments and coordinate the necessary logistics between the parties involved
 - Ensure that assessments and actions plans are followed up and linked to the initiation of WOSM Services
- Further develop resources and training materials for the Good Governance and GSAT services
 - Support the development of guidelines, toolkits, and presentations in coordination with dedicated staff and volunteer units
 - Develop e-learnings and training sessions, where required for both services, for NSO leadership as well as consultants delivering the service in the field
 - Ensure the streamlining and consistency of the GSAT and Good Governance services within the overall WOSM Services context
- Ensuring continuous improvement and reporting
 - Ensure GSAT data is regularly analysed and made available in an appropriate manner to all stakeholders in the organisation to inform strategy and planning; in alignment with WOSM's knowledge management approach
 - Develop reports based on GSAT data for relevant stakeholders and donors
 - Coordinate the GSAT Standard review process, including a continuous feedback system and coordination with all core areas of WOSM
- Contribute to the coordination of staff and volunteer bodies related to NSO capacity strengthening
- Contribute to the overall work of the WSB by playing a full and active role as a member of the Global Team, Thematic Team, and Organisational Development Team and deliver key projects through volunteers
- Undertake other tasks as agreed with the Director Membership Services from time to time

Job requirements

The successful candidate will ideally have a strong background in one of the global youth movements, network, or membership organisations (on either national, regional, or international level), a strong cross-cultural understanding, and a solid understanding of good governance and quality measurements in non-profits. Experience in an international and/or multicultural environments will be considered an asset.

Qualifications and experience

- Master's degree level in the area of business, social sciences, or international development or able to demonstrate equivalence through experience
- At least three years of relevant experience of working on good governance and/or assessing quality in non-profit organisations would be considered a definite asset
Experience in Scouting is valuable but not a prerequisite

Desired knowledge and skills

- Expert understanding of good governance in non-profit organisations and/or assessing quality and capacity in non-profit organisations
- High level of knowledge in collection and analysis of large amounts of data
- Ability to write clear reports and concept papers and able to distil key messages from large amounts of information
- Experience of planning and delivering training sessions desirable
- Strong presentation skills both in person and in showcasing complex data in a user friendly way
- Experience in working with volunteers is highly desirable
- Demonstrable computer literacy:
 - Microsoft Office expertise in a business environment required
 - Internet in a business environment (online collaborative tools, leveraging social media) required
 - Experience with online survey software (e.g. Survey Monkey) desirable
 - Experience with business intelligence and analytics software (e.g. Tableau) desirable
- 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

Personal qualities/requirements

- Dynamic, open-minded, willing to learn, and culturally sensitive
- Inspire and motivate stakeholders to engage with challenging pieces of work
- Efficient, self-motivated, and proactive, with good 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
- Flexible approach and able to manage changing agendas and directions
- 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 occasionally travel abroad, including frequent work in evenings and on 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 on 3rd of September, no later than 23:59 Kuala Lumpur time, 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.