Information Pack for the Role of Manager, Membership Services and Digital Support

World Scout Bureau Global Support Centre, Kuala Lumpur, Malaysia

March 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 171 National Scout Organizations (NSO) in a network of over 54 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 130 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)
- Ukraine, Kiev (Eurasia Support Centre)
Manager, Membership Services and Digital Support

Reporting to: Director, Membership Services
Location: WSB Global Support Centre, Kuala Lumpur, Malaysia
Duration: 3 years, renewable

Background

Scouting is a global youth movement engaging 54 million young people through non-formal education opportunities that enable them to build skills for life and develop to their full potential. For more than 100 years, Scouting has offered educational programmes and activities through its core Youth Programme and using the Scout Method to support the growth and development of young people.

Currently, the World Organization of the Scout Movement (WOSM) is enriching the digital experience for our member organisations through a number of support platforms and services.

This role as Manager, Membership Services and Digital Support, has two main focuses to support the coordination and delivery of WOSM Services including the development, management and promotion of services and to coordinate the development and operations of a number of online platforms. These platforms currently include:

- The WOSM Services Platform - streamlining the support offered to Member Organizations across WOSM.
- The NSO Data Portal and Directory - an online repository for all data and knowledge of our member organisations.

Further platforms can be added to the portfolio based on the World Scout Bureau’s operational needs with regard to membership services.

The Manager, Membership Platforms and Services will work with the World Scout Bureaus Digital transformation Unit to ensure alignment with the WSB’s overall online presence.

Role description

Key responsibilities

Membership Platforms

- Day to day coordination and management of the platforms including:
  - Streamlining of back-office processes
  - Support the follow-up of incoming feedback and questions from users on accessing profiles and platform support.
  - Support and coordination with membership platform owners
  - Training and day to day support to the WSB administrator to upskill them to be able to provide direct support to users on access requests and basic platform support

- Continuous improvement of the platforms, mapping out required additional features and prioritising them according to need and available budget with stakeholders.
- Collaboration with the WSB’s designated IT platform developers, overseeing of scoping, design, development, user testing and deployment of new features.
- Active member of WSB Digital transformation project to ensure the platforms for Membership Services remain in line with WSB’s overall online presence
• Monthly reporting to Director Membership Services on status, deliverables and timelines for each of the platforms including ensuring that Senior management and stakeholders have a clear overview of all platforms performance

**WOSM Services**

• Creation and roll out of WOSM services promotion and campaigns aimed at internal and external stakeholders
• Integration of WOSM Services within World and Regional Events, campaigns and initiatives
• Monthly reporting and provision of key insights to the Director Membership Services on WOSM services ensuring good analysis of the data to identify problems or areas in WOSM services for improvement
• Working closely with regional focal points for WOSM Services to problem solve and improve operations both in and outside of the platforms.
• Support of the operational management for the WOSM Consultants pool
• Monitoring and streamlining the resources provided in the WOSM Service areas, ensuring a consistent user experience as well as providing guidance to projects developing resources
• Developing stories on services to publish for impact and increased visibility of services.
• Providing support in the coordination of service leads for WOSM services.
• Support the development of guidance for resources and digitalisation of knowledge on the platform.
• Contribute to the overall work of the World Scout Bureau by playing a full and active role as a member of the Global Team, Organizational Development.
• Undertake other tasks as agreed with the Director, Membership Services from time to time

**Job requirements**

**Qualifications and experience**

• At least 3 years work experience in digital development
• Professional experience of working with volunteers
• Proven record of delivery in complex projects
• Experience from Scouting or another volunteer organisation would be considered an asset.

**Desired knowledge and skills**

• Ability to map users expectations and scoping whilst communicating these clearly to the developers
• Analytical and able to provide insights based on data across platforms and service provision
• Ability to facilitate projects, inspire and lead both volunteer and staff teams.
• Knowledge and experience of designing learning and support resources for multiple audiences is an asset
• Able to clearly define and map out user journeys and experiences for online platforms.
• Proficient in time and budget management to make sure the projects deliverables are achieved.
• Ability to communicate well both written and orally, including with project stakeholders and external audiences.
• Ability to communicate fluently in English, both oral and written. Literacy in French, Arabic, Spanish or Russian would be considered an asset.
Personal qualities

- Efficient, self motivated, self led and proactive, with good organisational skills.
- Able to work under tight deadlines with a problem-solver mentality.
- Emotionally intelligent, able to build and sustain positive relationships with key stakeholders.
- Dynamic, open-minded, receptive to change, willing to learn, culturally sensitive.
- Personal commitment to organisational excellence; displays honesty, integrity and a strong sense of ethics in all actions and decisions.
- Brings fun and energy into the team they work within.
- Thrives in high pressure and changing work environments and able to prioritise.
- Immediate availability is an asset.

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.

How to apply

Applications will be considered on a rolling basis until 11 April 2021. Please submitted your application at scout.org/jobs by that date 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.