

**We need
people
who are
great with
people.**



Applicant Information Pack

UX Designer



Hello and welcome	3
What's in it for you?	4
How we're structured	5
The UX Team	6
The role	7 - 10
How to apply	11

Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds, as well as disabilities and those from the LGBTQ+ community. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

We were voted Charity of the Year in 2022, and we are accredited with Investors in People Gold Standard.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Volunteer



Aidan Jones, Chief Executive

'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'

Carl Hankinson, UK Chief Volunteer



Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

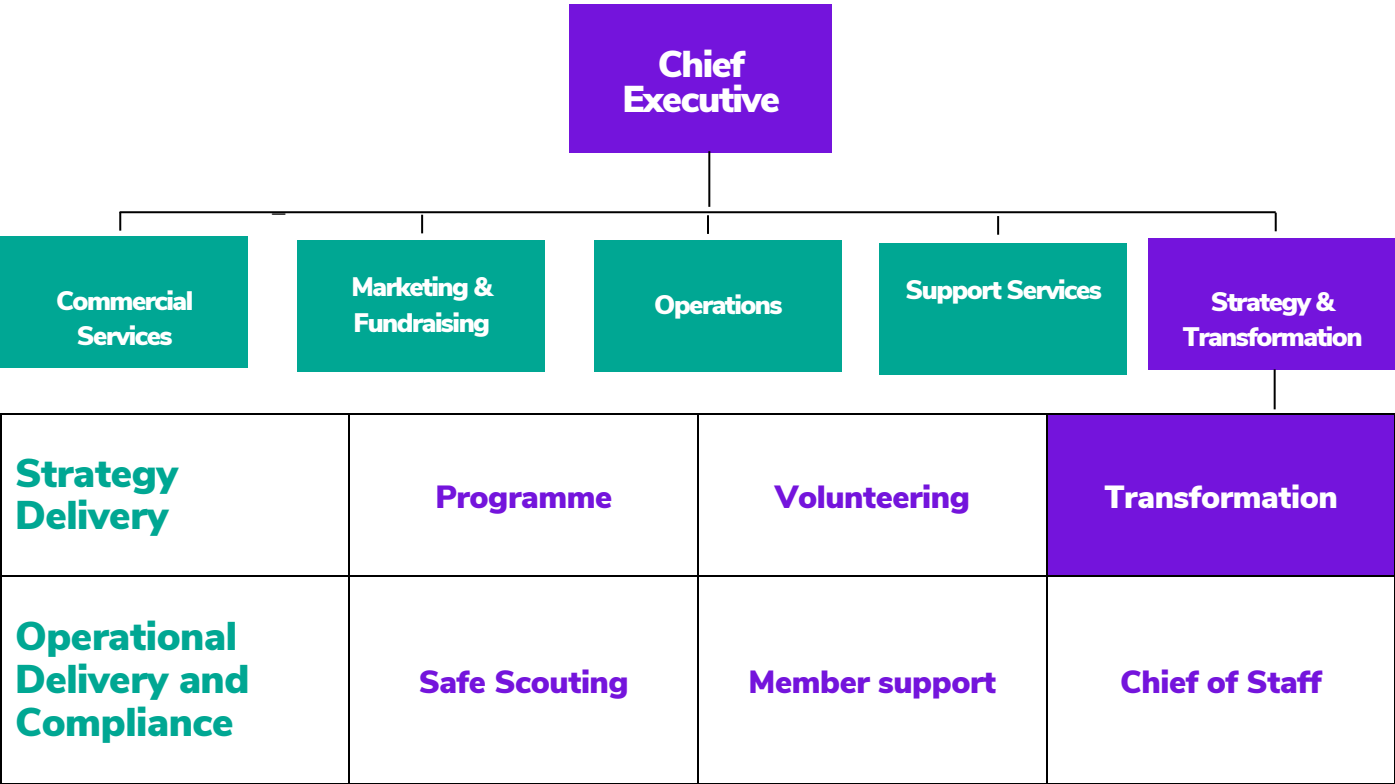
- Work in a way that suits you, your role, and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years, (and we don't insist you go camping).
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working – this'll be opening soon

Want to know more?

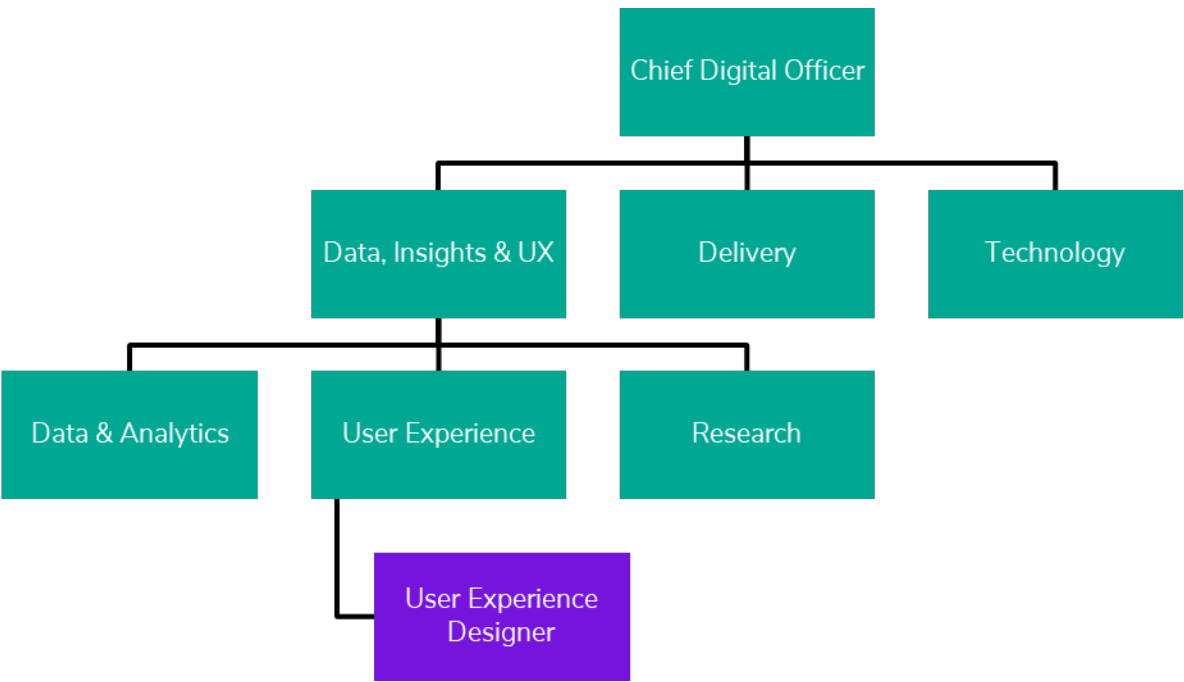
Check out our [benefits page](#)

How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



Transformation Team Structure:



We're the User Experience Team.

We're doing well, but you can help us do better.

Hello!

We're Scouts UX Team looking for an experienced user-centred design enthusiast to come join us. Our work environment is relaxed, fun, and highly collaborative. We don't have room for egos; instead, we're a group of curious individuals passionate about doing the right thing the right way.

We work in a hybrid way from home and our amazing HQ at Gilwell built on a beautiful estate, we offer flexible working hours so we can balance our lives and support our users effectively. Our mission is all about pushing boundaries and working on exciting projects that truly impacting the lives of our members.

The best part of this job? Knowing that our efforts make a real difference in the lives of our members. We're dedicated to providing Skills for Life to young people, and your role will be instrumental in ensuring we create user-centred and evidence-based offerings. Our goal is to support all our users, including young people and their parents making sure we're as inclusive and diverse in how we work. Our users are our compass, guiding us from concept to testing.

Our journey is ongoing, and you'll play a pivotal role in our success. Helping us build a strong practice and encourage UCD practices throughout the organisation.

If you're passionate about creating exceptional user experiences, then you're exactly where you need to be.

Join us in shaping the future!

Niki Shu
Senior UX Manager



About the role

Responsible to:	Senior UX Manager
Department:	Transformation Team
Base Location:	Gilwell Park
Role supports hybrid working:	Yes - Minimum of 2 times a month but as and when needed for projects.
Term:	Fixed Term (until 31 st March 2026)
Salary:	£47,441 per annum (Band F Level 3 - inclusive of Outer London Weighting & Market Supplement).
Hours:	35 hours per week (Occasional evening / weekend work as required. Time off in lieu will be offered for any out-of-hours work).
Line Management Responsibility:	n/a
Internal Relationships:	Product Manager; Solutions Architect; Project and Delivery Managers; Heads of Departments; Project Teams; Headquarters staff; and staff in Devolved Nations
External Relationships:	Volunteers/Members and external agency suppliers.
DBS:	Basic

What's expected?

It's an exciting time at The Scouts! We're going through a **digital transformation** as part of our **Skills for Life** strategy, which aims to make The Scouts a digital-first organisation. This change will empower over 150,000 volunteers support **450,000 young people** every week, helping them develop essential skills for life through Scouting.

As our **UX Designer**, you'll be at the heart of this change. You'll use your expertise to design and deliver exceptional user experiences that will shape the future of Scouting's digital tools and services. From discovery to delivery, you'll work across multiple platforms to ensure that the experiences we create are **accessible, inclusive, user-friendly**, and above all, **impactful**.

You'll work on initiatives with national impact including but not limited to designing inclusive services that work for underserved communities. You'll help embed user-centred design into how we shape our programmes and reach new audiences.

This is a great chance to bring your **passion for UX design** to a growing organisation that's transforming how it connects with over half a million people. Your work will help make the **Scouts digital experience** more engaging and efficient for everyone involved, leaving a lasting impact on our community.

Key accountabilities

1. User research

- Regularly carry out user research and testing to help shape design decisions.
- Attract and involve a diverse range of users to make sure we represent our whole community.
- Use feedback and analytics to identify user needs and guide design choices.
- Ensure work are accessible, inclusive, and work well on all devices.

2. Inclusive Design and Prototyping

- Design intuitive, user-friendly interfaces that solve real problems and are visually appealing.
- Collaborate with cross-functional teams to turn ideas into clear, practical designs.
- Use sketching, wireframing, and prototyping techniques to map user journeys, explore concepts, and validate solutions.

3. Design System Management

- Maintain and improve our design system while upholding design standards and best practices
- Stay updated on UX innovation, tools, and trends to keep designs fresh and relevant.

4. Workshops and Collaboration

- Keep the user's voice central to the design process by gathering feedback and iterating based on insights.
- Facilitate requirements-gathering and co-design workshops with diverse stakeholders to achieve user-centred outcomes.
- Extract and synthesise critical insights from stakeholder meetings to inform design decisions.

5. Process Improvement

- Promote user-centred design across Scouts and help align design practices across teams.
- Collaborate closely with Product Managers, Delivery Managers and Tech SMEs to prioritise backlog items and new requirements, iterating on designs to optimise both usability and aesthetics.
- Continuously improve user journeys and contribute to the overall UX strategy.
- Work on other tasks, as may be determined from time to time by your line manager.

About you

Skills and abilities

- Strong expertise in UX principles, user research methodologies, accessibility standards, and problem-solving.
- Proficient in UX design tools such as Figma and Adobe CC, with experience in creating design systems, prototypes, and mock-ups.
- Excellent communication and facilitation skills, with the ability to explain complex user issues clearly, engage diverse audiences, and bridge gaps between technical and non-technical stakeholders.
- Highly organised and detail-oriented, able to prioritise workloads and meet tight deadlines in fast-paced environments.
- Positive and adaptable approach to decision-making, focusing on evidence-based solutions and driving meaningful change.
- Basic understanding of HTML/CSS, along with an awareness of emerging trends in the digital and technological landscape.
- Ability to inspire and motivate teams, maintaining a focus on quality outcomes and continuous improvement.

Knowledge, experience, and qualifications

- Portfolio demonstrating expertise in key UX design areas, including research, information architecture, interaction design, usability testing, and designing digital products that create positive user experiences.
- Proven track record in conducting user research, usability testing, and accessibility audits, with in-depth knowledge of accessibility standards and WCAG guidelines.
- Will have experience designing with or for young people, volunteers or underserved communities is highly desirable.

- Proven track record applying inclusive design or working in education, social impact or non-profit sectors is a strong advantage.
- Experience with design handoffs and collaborating with developers to ensure effective execution.
- Demonstrated ability to design and deliver scalable solutions for large-scale website projects, with experience in planning, conducting, and analysing user research through various methods.
- Skilled in leading workshops for discovery, ideation, and requirements gathering, aligning stakeholders, and delivering tangible outputs.
- Formal qualifications in UX design, human-computer interaction, or a related field are desirable but not essential if experience demonstrates proficiency.
- Professional certifications in UX tools or methodologies are a bonus.

Personal qualities

- Empathy: Understands user needs and perspectives.
- Collaboration: Works well with cross-functional teams to get the best results.
- Innovation: Always looking for ways to improve user experiences.
- Integrity: Maintains high ethical standards.
- Adaptability: Thrives in a dynamic environment.
- Passion for Learning: Stays current with industry trends.
- Attention to Detail: Ensures high-quality design outputs.
- User Advocacy: Champions user needs.
- Problem-Solving: Finds effective solutions to complex problems.
- Leadership: Inspires others to embrace user-centred design.

Additional information

Flexibility: This role requires occasional evening or weekend work to engage with volunteers, parents/carers or young people who may be unavailable during traditional working hours. Time off in lieu will be offered for any out-of-hours work.

How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an [Application, CV, and Portfolio](#) via the link by **11:59pm on 1st June 2025**.

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Telephone Interviews will be held on **5th and 12th June 2025**

Teams panel interviews will be held on **17th and 18th June 2025**

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact recruitment@scouts.org.uk to set up a call or virtual meeting.