

## A warmer welcome for everyone

1

Recruiters will be able to create digital adverts and opportunities easily to reach new people.

A 'Welcome Conversation' will replace the often dreaded Appointments interview.

New volunteers and those supporting them will be able to track their progress digitally.



## WHY?

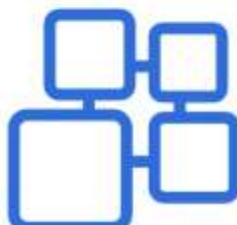
Volunteers have told us the current welcome process can be off-putting and it takes up a lot of admin time.

## Simplifying roles and structures

2

Most volunteers will be members of teams rather than having specific roles, so it's easier to share the load.

Team Descriptions will give purpose, tasks & outcomes, and will replace the current role descriptions.



Some roles will remain, but with updated titles such as 'Lead Volunteer' instead of 'District Commissioner'

## WHY?

Current structures and roles are confusing. We have a small number of people with lots of responsibility placed on them.

## A more engaging learning experience

3

We're using new digital tools to make learning more accessible, personalised and relevant.



We're reducing and removing the heavy administration work of manually recording and validating learning.

Content will be split into Core Learning, which is mandatory, and Branching Out, which is optional.

## WHY?

"I've completed my training over a year ago, but the trainer has no time to validate me, I feel really let down"

## Digital support to get things done



New Welcome, Membership and Learning systems will be accessed via a single log-in on [scouts.org.uk](https://scouts.org.uk)

They'll be easy to access whatever your device and have been extensively tested with real volunteers

For those not as comfortable digitally as others there will be support from Digital Champions.

## WHY?

Compass! It isn't up to the job and only a quarter of volunteers have ever used it!

**Alan Dick**  
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