



Scouts
NSW

Scouts NSW

**Position
Description**

**Community
Development
Officer**

May 2022

Purpose of the position

The Community Development Officer reports to the Community Development and Workforce Manager.

The Community Development Officer will play an important role in helping develop the profile of Scouts in the Community and build and retain Scouts membership.

The position is a key facilitator of the growth and development of Scouting within the Regions. The position will establish and foster effective communication channels between Region and State Office to ensure the success of functions and activities as they relate to membership services, property, people issues, public relations and marketing.

This role is a full time position with some allowance for flexible working hours. To fulfil responsibilities working in the evening and on weekends may be required.

Reporting

Direct Reporting Line

The Community Development Officer reports to the Head of Marketing (pending structure review).

Relationships with: Region Team, District Commissioners and Scout Groups, Member Services Team

Responsibilities and duties

While carrying out the responsibilities of the role, the Community Development Officer will:

- always uphold the purpose, principles and values of Scouts Australia,
- will adhere to the Adult Code of Conduct,
- will abide by the World Organisation of the Scout Movement, National and State policies, and
- will behave in accordance with the Scout Law and Promise.

Importantly, the Community Development Officer will comply with, and ensure the implementation of all applicable legislative and statutory regulations.



Key Responsibility Area 1: Membership Growth and Retention

- Support the growth and development of Scouts in identified target areas by implementing retention and recruitment strategies to maintain and grow members
- Support the development and ensure delivery (in conjunction with local volunteer Leaders) of localised Region programs to improve retention of existing members.
- Support the Region Team, District Commissioners and Scout Groups in implementation of ideas and strategies to increase and retain membership
- In conjunction with the Manager establish relationships with external Stakeholders such as the Department of Education, Universities, Councils and Community Groups and develop programs to connect stakeholders with Scouting
- When required run introductory Scout programs in schools
- Run Leaderbuild training and/or support Group Leaders to run Leaderbuild and design and implement strategies to attract and retain Leaders and grow the number of leaders in Scouts
- Development strong relationships with Schools and implement the Scouts Teacher Ambassador Program into school (*recommended new program)
- Attend school and community events to promote Scouts
- Provide practical and resource support to groups in promoting Scouts to the public

Key Responsibility Area 2: Support and Communication

- Action general membership enquires and support Group Leaders when new members attend trials at groups
- Develop and maintain strong working relationships with groups and regions and develop a thorough understanding of the nuances of the groups and regions
- Answer general questions and refer questions on policy or contentious matters to appropriate personnel.
- Cooperate with other levels of the Association outside the Region.

Key Responsibility Area 3: Administration

- Operate and maintain the on-line membership system (Scoutlink).
- Answer a wide range of queries, or direct requests to other people as may be required.
- Attend agreed Region Meetings as identified by the Region Commissioner to present strategies for grow and retention of members
- Assist in gathering and analyzing membership data to inform decision making



Required Work Experience & Skills

Essential Requirements

- Higher school certificate or equivalent
- 3 Years' experience in an office environment.
- Proficiency in the operation of computers with skills in, and working knowledge of, Word, Excel, Access and Outlook and database programs, as well as trouble shooting skills.

Essential
Keen grasp of the concepts of customer service and relationship marketing.
High level interpersonal, oral and written communication skills; ability to liaise effectively with internal and external stakeholders and be an accomplished writer and speaker.
A well-developed ability to plan and prioritise tasks.
Highly organised with the ability to multitask and meet strict deadlines.
Excellent time management and ability to plan ahead.
Thorough, with excellent attention to detail.
Able to work independently, autonomously and with limited supervision.

Key Performance Indicators

Membership Growth and Support	Provide practical support within the organisation to assist in growing scouting by maintaining members and getting new members
Membership Retention	Support Scout groups and provide feedback to state office to inform effective and efficient user friendly systems.
Community engagement	Create a positive profile of Scouting in the Region
Administration	Develop a comprehensive understanding of Scouting through hands-on experiences and multi-skilling activities to develop broad-based and detailed knowledge, to enable the provision of excellent customer service across a very wide spectrum of Scouting matters.

Clearances



Prior to commencement of duties, the Development Officer is required to hold a current Working with Children Check (Employed) clearance, have undergone background checks and provided results of a National Police Check.

Acknowledgement

I understand the above job requirements and the accompanying Employed Staff Culture Model guidelines, and that my fulfillment of these will form the primary basis of my performance reviews.

Employee Name _____

Employee Signature _____ Date _____

Manager Name _____

Manager Signature _____ Date _____

The performance will be reviewed annually

