



Scouts
NSW

Scouts NSW

**Position
Description**

**Region Office
Manager -
The Riverina**

June 2022

Purpose of the position

The Region Office Manager reports to the Region Commissioner on a day to day basis with a functional reporting line to CEO delegate at Scouts NSW State Service Centre.

The Region Office Manager provides primary office and administrative support for the Region and is the primary interface between the Region and Scouts NSW State Service Centre for administrative matters.

The Region Office Manager plays a vital role in developing the profile of Scouting in the community, and in building organisational support and membership within the Region. The position is a key facilitator of the growth and development of Scouting within the Region.

The position will establish and foster effective communication channels between Region and State Service Centre to ensure the success of functions and activities as they relate to membership services, finance, property, people issues, public relations and marketing.

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

Reporting

Direct Reporting Line

Region Commissioner – The Riverina Region, delegate of the CEO (State Office)

Relationships with: Region Team, District Commissioners and Scout Groups, Member Services Team Lead, State Office Finance team

Responsibilities and duties

While carrying out the responsibilities of the role, the Region Office Manager 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 Region Office Manager will comply with, and ensure the implementation of all applicable legislative and statutory regulations.

Key Responsibility Area 1: Membership Growth and support



- Support the Region Commissioner to develop 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 for implementation ideas.

Key Responsibility Area 2: Support and Communication

- Support and action all directions of the Region Commissioner and Region Executive Team.
- Provide administrative support to other Members of the Region Team (both uniformed Members and Supporters) as required.
- Refer matters or reportable incidents with uniformed Members to the Region Commissioner.
- Provide first line communication to Members and to the general public.
- 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) at Region Office.
- Answer a wide range of queries, or direct requests to other people as may be required.
- Provide clerical support to the Region Team.
- Provide administrative support for Adventurous Activities and a wide range of Region Events. And ensure that the appropriate Leaders/s are made aware of the applications and their status Issue acceptances/rejections consult with voluntary Region personnel and third parties and check accounts.
- Prepare and distribute periodic and annual statistical information for Region Commissioners and District Commissioners.
- Attend agreed Region Meetings as identified by the Region Commissioner, gather data, prepare agendas and take minutes, action instructions and distribute minutes.
- Administer Scout Job Week e.g. collect returns, oversee issue of individual awards, calculate Group award entitlements, and report as required.
- Purchase all stock required for the office and Region Team.
- Assist in the planning and organisation of the Region Annual Results Presentation (ARP).
- Oversee the collection and correlation of annual documents such as ARP, and other relevant documents, maintain records and inform the RC of failures in compliance.
- Administer the Camp bookings and invoicing for camp fees.



Key Responsibility Area 4: Finance

- Support Region Treasurer as required.
- Process Region financial transactions in Xero – all bank transactions, processing of supplier invoices and processing of all region customer invoices
- Oversee the proper recording of all Region financial transactions in Xero e.g. prepare/process bank deposits, process cheques and EFT payments
- Reconcile Region Office based bank accounts in Xero
- Allocate all cost account codes to all monies received, banked and for any supplier or member expenditure, and process these in Xero
- Under the direction of the Region Treasurer, administer and monitor the Region Office Administration Budget.
- Follow up requests from State Office (e.g. accounts issues, etc).
- Maintain a list of actions taken by yourself or the Region treasurer on follow up attended on aged debtors

Key Responsibility Area 5: Property

- Act as first point of contact on Region-based property issues and pass these on to the appropriate person/committee. Advise the property committee chair as required on Group property issues.
- Process Region consent to long term and short term hire arrangements.
- Refer necessary issues to Region Property Committee or to the Property Department at State Office.
- Provide administrative support for all Region Managed rental properties including chasing up of rents owing.
- Issue rental invoices for the Region Managed Scout Halls.
- Update Region Managed Scout Halls Fire certificates.

Key Responsibility Area 6: Awards Administration

- In conjunction with the Member Services Team at State Service Centre, coordinate the Queen's Scout and Adult Recognition Awards process including preparing correspondence and report listing.
- Prepare and distribute Leader Service and Award Reports.
- Administer/Process Adult Recognition Awards for the Region (annually).

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.
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 Region Office Manager 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

