

**The Scout Association of Australia**

Level 2, Quad 3, 102 Bennelong Parkway,

Sydney Olympic Park NSW 2127

Email: scouts@scouts.com.au

ABN 570 305 16857

POSITION DESCRIPTION: PROGRAM SUPPORT OFFICER (VARIOUS) PROGRAM DELIVERY SUPPORT SECTION, NATIONAL SUPPORT TEAM

Scouts Australia is a child safe organisation with zero-tolerance for any harm, abuse or neglect. We value the diversity of our members, including gender, sexuality, race, religion and ability.

Job Title	<ul style="list-style-type: none"> ➤ Program Support Officer (Youth Program) ➤ Program Support Officer (International) ➤ Program Support Officer (Adult Training & Development)
Reports to	National General Manager (NGM) Manager Program Delivery Support: Operational and Administrative
Key Relationships	National Commissioner, as assigned
Team	National Support Team
Position Location	Level 2, Quad 3, 102 Bennelong Parkway, Sydney Olympic Park NSW 2127
Direct Reports	NIL
Relationships	National General Manager (NGM) Manager Program Delivery Support National Commissioners Head of Corporate Support Branch Commissioners Branch Staff National Support Team (NST)

Type of position:

Full-time

Part-time

Casual

Fixed Term

Normal Hours:9am to 5pm Monday to Friday¹**GENERAL DESCRIPTION**

Scouts Australia provides young people aged between 5 and 26 with fun and challenging opportunities to grow through adventure. With around 65,000 members, Scouts Australia is one of the largest youth development organisations in Australia. What makes us unique is our diverse range of activities that develop skills in young people such as leadership, teamwork, problem solving and communication in their formative years.

Scouts Australia is a member organisation of the World Organisation of the Scout Movement (WOSM).

¹ Program Support Officers will occasionally be required to attend out of hours meetings. Attendance will be negotiated, as required.

As a member of the National Support Team (NST), Program Support Officers (PSO) report to the National General Manager (NGM) via the Manager Program Delivery Support. Manager Program Delivery Support is responsible for all day-to-day operational and administrative tasking and support of all Program Delivery Support Section staff.

As a member of the Program Delivery Support Section, the primary function of the Program Support Officers (PSO) is to provide day-to-day administrative support to the National Commissioners. PSO will be assigned to support a specific National Commissioner and will prioritise support to the National Commissioner's specific delivery program. From time-to-time, PSO may be required to assist other National Commissioners to cover short term absences within the Program Delivery Support Section.

At the discretion of the NGM, Scouts Australia offers a balanced and flexible office-attendance/work-from-home operating model. PSO will be able to work remotely, including interstate, as negotiated with the NGM.

KEY RESPONSIBILITIES

The responsibilities of the Program Support Officers include, but are not limited to:

- **PSO Youth Program/PSO International/PSO Adult Training & Development:** Under direction from the assigned National Commissioners and reporting to the Manager Program Delivery Support, PSO will:
 - Assist with all administrative tasks in support of the assigned National Commissioners and members of the National Commissioners' respective teams.
 - Undertake relevant program delivery tasks as assigned by the Manager Program Delivery Support.
 - Attend meetings, including occasional out of hours meetings, as required.
 - Assist other National Commissioners to cover short term absences within the Program Delivery Support Section, as required.
- **NST & Cross Program:**
 - Work with the NGM and NST on initiatives, deliverables or projects that go across a number of National program portfolios.
- **Note:** specific and routine tasking and deliverables will be discussed and negotiated between National Commissioners, Manager Program Delivery Support and Program Support Officers.

DESIRABLE WORK EXPERIENCE REQUIREMENTS

Specialist Skills and Knowledge Required for Role

- Demonstrable experience in Scouting and familiarity with utilising Scouting Operational, Training and/or Administrative Software is preferred
- Minimum 2 years' experience in an administrative role
- Experience in providing project support
- Advanced in a variety of word processing, database, and relevant software.
- Excellent interpersonal skills and the ability and willingness to work collaboratively as part of a dedicated team of volunteers and professional staff.

Personal Skills

- Ability to act with discretion and maintain confidentiality
- Excellent time management and organisational skills
- Ability to provide high quality support within concurrent and conflicting priorities
- Ability to manage and respond to the needs of a diverse range of stakeholders
- Ability to work effectively and collaboratively as part of a team
- Ability to think creatively and innovatively
- Ability to develop and implement process improvements
- Ability to provide accurate and detailed information – a high attention to detail is a must
- Ability to treat matters with appropriate sensitivity and confidentiality and to respect Privacy
- Highly self-motivated
- Ability to work under pressure and within tight timeframes

EDUCATION REQUIREMENTS

- Certificate IV or higher in Business Administration, Project Management or a relevant discipline OR equivalent relevant work experience
- Completion of the modules contained within the *Scouting Training for Staff Members* Scouts Australia e- Learning curriculum (or completion within 3 months of appointment)

INHERENT REQUIREMENTS

This position requires the staff member to:

- Be willing to work flexibly and responsively within a volunteer led organisational context
- Acknowledge that with a very flexible operating environment comes the requirement to occasionally attend meetings out of normal working hours
- Demonstrate a ‘solution-first’ mentality, with the ability to problem solve and make recommendations
- Multi-task and prioritise based on a sound understanding of business objectives and priorities
- Adhere to the Scouts Australia Code of Ethics and Code of Conduct for Adults in Scouting
- Satisfactorily complete a National Police Records Check
- Hold a valid Working with Children Check for employees in the jurisdiction in which the position is located

STRATEGIC PLAN: KEY MOVES

Youth Programme	Growth	Volunteers	Resources	Support
<i>Make delivering our youth program easier and more impactful</i>	<i>Build the recruitment and retention machine to grow our movement</i>	<i>Reshape a contemporary volunteer model that drives Scouting</i>	<i>Unlock and steer resources to future-proof our mission</i>	<i>Transform the organisational support of our movement</i>

BEHAVIOURAL KEY PERFORMANCE INDICATORS**Ethics Integrity**

- Acting with honesty, truthfulness and fostering appropriate healthy professional relationships
- Recognising and fulfilling where possible, our obligations to our community
- Taking responsibility for our own actions and developing integrity in others
- Acting with impartiality, truthfulness and honesty

Respect

- Showing consideration to others, recognising each individual's uniqueness and diversity
- Minimising our impact on the environment and seeking to be good caretakers for future generations
- Committing to members well-being and on-going learning through the practice of positive influence, good judgement and empathy in practice

Courage

- Providing challenging, developmental opportunities to empower young people
- Being good role models in Scouting, demonstrating positive attitudes and willingness to live by the Scout Promise and Law
- Being fair and reasonable

The statements contained in this position description reflect general details as necessary to describe the principal functions of this role. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence or relief, to equalize peak work periods or otherwise to balance the workload².

.....Date:
 Chris Allen
 National General Manager
 Scouts Australia

² Finalised only once it is signed by the National General Manager