

## **Role Profile:**

<b>Job Title:</b> - Provincial Support Officer - Scouting Ireland	
<b>Reports To:</b> Manager Support Staff	<b>Direct Reports To:</b> Group Support Facilitator
<b><u>Key Objectives of this Role:</u></b> <ul style="list-style-type: none"><li>• To provide effective support to the Provincial Management Support Team in the attainment of their strategic objectives.</li><li>• Supervise the day to day work of Provincial staff to ensure effective support is being delivered to the Groups, Counties and Province.</li><li>• To proactively develop membership growth within the Province at every level.</li><li>• Support the recruitment of Adults to ensure that growth targets can be achieved.</li><li>• To support Groups and Counties in the delivery of the highest quality scouting within their communities.</li></ul>	
<b><u>Core Competencies:</u></b> <ul style="list-style-type: none"><li>• <u>Communication Skills (1)</u></li><li>• <u>Influencing and winning commitment (1)</u></li><li>• <u>Customer Focused (2)</u></li><li>• <u>Action Oriented (2)</u></li><li>• <u>Youth Work sector knowledge(2)</u></li></ul>	
<b><u>Qualifications / Experience Required:</u></b> <ul style="list-style-type: none"><li>• A 3<sup>rd</sup> level qualification in a relevant discipline or have the equivalent professional experience to effectively discharge the functions of the appointment.</li><li>• Have a strong knowledge of Scouting Ireland's aims, policies and strategies, our ethos and the Scout method.</li><li>• Self-starter with an ability to work outside of normal 9 – 5 hours.</li></ul>	
<b><u>Job Deliverables (Outputs):</u></b> <ul style="list-style-type: none"><li>• Effectively lead the Provincial staff team.</li><li>• Provide operational support to the Provincial Management Support Team as evidenced by strong support for conflict resolution, implementation of Provincial and County development plans and other initiatives developed by the Association and the Province.</li><li>• Provide effective assistance to the Scout Groups and Counties in the recruitment of Adults</li></ul>	

## Summary Role Profile:

**Job Title:** - Provincial Support Officer: - Scouting Ireland

### Key Responsibilities of this Role

#### Support Provincial Management Support Team

- To successfully support the Provincial Management Support Team in the development and delivery of the Provincial Development Plan.
- To assist the Provincial Commissioner and the Provincial Management Support Team in the attainment of their strategic goals.
- To support the Provincial Commissioner in the induction of new County Commissioners.
- To advise the Provincial Commissioner and the Provincial Management Support Team on issues that are relevant to the Province i.e. funding, training and issues that may affect the Province.

#### Lead Provincial Staff Team

- Supervise the day to day work of the Provincial staff and advise the Manager of Support Service of progress and any issues that may arise.
- Monitor activity levels of Provincial staff to ensure that monthly and annual goals are being achieved.
- To ensure Provincial staff are focusing on Provincial and National strategic targets.

#### Membership Growth

- To support the growth of Scouting within your designated area in line with agreed targets.
- To help Scout Groups put in place strategies to increase membership within their existing Sections or to open new Sections within their Scout Groups.
- To open new Scout Groups within your designated in line with agreed targets.

#### Adult Recruitment

- To actively support Scout Groups and Counties in the Adult recruitment process.
- To advise Scout Groups and Counties re National and Provincial policies and initiatives i.e. insurance, registration etc.

#### Quality Management System

- To help Scout Groups and Counties with the implementation of the Association's quality management system.
- To analyse the annual results from the Quality Management System and advise senior Volunteers with regard to these results
- To effectively assist Group Leaders and County Commissioners in the development of their Group and County development plans.

## Competencies

<b>Job Title:</b> -	<b>Scouting Ireland</b>
<b><u>Core Competencies:</u></b>	<b><u>Required Behaviours</u></b>
<p><b><u>People Management: (1)</u></b> Effectively Leads team contributes to a culture of engagement and to a high performance culture.</p>	<ul style="list-style-type: none"> <li>● <b><u>People Management – (1) Behaviours:</u></b></li> <li>● Actively encourages performance improvement opportunities.</li> <li>● Actively learns from experience, putting time and effort into own development.</li> <li>● Helps others to identify ways to improve their performance, giving practical suggestions when required.</li> <li>● Helps others to learn from mistakes</li> <li>● Is seen as a mentor to team members.</li> </ul>
<p><b><u>Influencing /Winning Commitment: (2)</u></b> Preparing a solid case in order to win commitment to an idea or action, showing awareness of own impact and selecting the optimum approach to influencing others.</p>	<ul style="list-style-type: none"> <li>● <b><u>Influencing / Winning Commitment – (2) Behaviours:</u></b></li> <li>● Demonstrates tact, discretion and subtlety in winning over key audiences.</li> <li>● Identifies the situations in which it is appropriate to offer own opinion and prepare a point of view.</li> <li>● Establishes credibility and respect based on demonstrated expertise.</li> <li>● Considers the perspective of others and facilitates discussion to explore common ground.</li> <li>● Persuades and convinces others using fact, logic and concrete examples.</li> </ul>
<p><b><u>Action Orientated and Drive: (2)</u></b> Deal effectively with setbacks. Sets goals for success. Displays urgency and enthusiasm. Proactive in approach to work.</p>	<p><b><u>Action Orientated and Drive – (2) Behaviours:</u></b></p> <ul style="list-style-type: none"> <li>● Stands back from tasks and considers if there is a better way to do things.</li> <li>● Has ability to deal with setbacks and disappointments.</li> <li>● Consistently delivers actions promised and follows up.</li> <li>● Displays a proactive approach to working with limited supervision.</li> <li>● Takes action to avoid delays.</li> </ul>
<p><b><u>Customer Focus: (2)</u></b> Building effective Volunteer relationships using customer feedback to understand needs and priorities of Volunteers and meets their expectations.</p>	<p><b><u>Customer Focus – (2) Behaviours:</u></b></p> <ul style="list-style-type: none"> <li>● Works collaboratively with the Volunteers.</li> <li>● Understands the needs of the Volunteers and offers solution/service in this context.</li> <li>● Advises others on the appropriate handling of Volunteer queries/problems.</li> <li>● Asks for Volunteer feed - back and acts on results.</li> <li>● Exceeds customer satisfaction requirement.</li> </ul>
<p><b><u>Youth work sector knowledge: (2)</u></b> Demonstrate knowledge of relevant areas of expertise. Able to gather knowledge from a variety of sources. Makes effective use of operational and Scouting knowledge to meet the organisation's needs. Strives to improve and build on own knowledge.</p>	<p><b><u>Youth work sector Knowledge – (2) Behaviours:</u></b></p> <ul style="list-style-type: none"> <li>● Highly competent in own area of expertise (Field Knowledge) and good understanding of other areas.</li> <li>● Demonstrates an understanding of the technical framework of role.</li> <li>● Aware of scouting developments in Ireland.</li> <li>● Ability to gather and collate information and knowledge from a variety of sources.</li> </ul>