



D U T Y S T A T E M E N T

TITLE OF POSITION	Deputy Chief Commissioner Member Experience
REPORTS TO	Chief Commissioner
DIRECT REPORTS	Assistant Chief Commissioner Program Assistant Chief Commissioner Specialist Activities Assistant Chief Commissioner Major Events
LIAISES WITH	Chief Commissioner Assistant Chief Commissioners Region Commissioners Branch Commissioners National Child Safe Officer BSO Staff
DELEGATIONS	Refer QBSI 9.14
MEASUREMENTS	Growth in Scouting Membership in Queensland Strong satisfaction results through Member surveys for program activities and events Reduction in member turnover Major events are successfully implemented.
PURPOSE	The purpose of the Deputy Chief Commissioner Member Experience is to ensure through the delivery of the Program a great and safe experience for all members of Scouts Queensland, which supports ongoing growth of Scouting in Queensland.
Member Experience	Member experience is the feeling our members get when they participate in the delivery of the Scout Program and how that influences their perception.

PRIMARY RESPONSIBILITIES	<ul style="list-style-type: none"> • To lead the Program delivery and advocate for Member Experience • Oversee the delivery of the Program elements, as part of the overall branch strategy and action planning. • Direct and facilitate, the Branch Specialist Activities and Major Events Teams, to promote the Youth Program as the key element of Scouting in Queensland. • Set the “tone” for Youth Program delivery in Queensland and be available as a reference person for the Chief Commissioner • Relate directly to the Assistant Chief Commissioners on Member Experience matters, in consultation with and providing information to the Chief Commissioner. • Act for and on behalf of the Chief Commissioner as required. • Visit Branch major youth events.
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- Maintain a close working relationship with all Assistant Chief Commissioners and Branch Commissioners to enhance Program development.
 - Keep abreast of community attitudes and concerns and professional areas of interest relevant to our Program.
 - Through the Assistant Chief Commissioner Specialist Activities support the functions of the Branch Commissioner (International) by promoting interstate and international contacts for Scouts and liaising with Branch Commissioner (International) to update selection criteria for adults and youth applying to attend interstate or overseas events.
 - Support Assistant Chief Commissioners to prepare and manage budgets annually.
 - Recruit assistance for specific projects, in consultation with the Chief Commissioner.
 - Undertake other projects or duties from time to time, as a member of the Branch Team, as agreed with the Chief Commissioner.
 - Share representing Queensland Branch at the National meetings.
 - Attend Chief's Council and BSO Team Leaders meetings monthly and other meetings and conference as requested.
 - Any other duties requested by and in support of the Chief Commissioner
 - Work collaboratively with any BEC subcommittee to achieve strategic or operational outcomes.

CRITERIA

- Have a sound knowledge and strong commitment to the purpose of Scouting, its policies and procedures and method which makes it distinctive from other youth organisations.
 - Be enthusiastic and able to motivate, build, lead, and chair teams among both youth and adults.
 - Be inclusive in leadership style.
 - Be respectful of all members of their team (and of those in the wider community) recognising individual differences as a resource.
 - Be able to communicate effectively with all levels in Scouting and be an accomplished public speaker to the community.
 - Be able to mediate, carry out reviews, write reports and make recommendations.
 - Have a sound understanding of the use of technology, information systems, communications and video conferencing to achieve the outcomes of the role.
 - Proven ability to prioritise workloads and multitask to ensure commitments are fulfilled in a timely manner.
 - Knowledge and commitment that when participating or leading an activity any safety concerns or risks are identified, raised and appropriate immediate action is taken.
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