



	SCOUTS WA - POSITION STATEMENT
POSITION NUMBER:	SS-TECH-0002
POSITION DESCRIPTION:	Branch Advisor – ScoutMap
DEPARTMENT:	Support Directorate
TENURE:	3 Years
IMMEDIATE SUPERVISOR:	Branch Commissioner – Technology
FIRST LEVEL SUPERVISION:	Team Members (as required)
LIAISES WITH:	Head Office Staff (IT, Membership & Admin) Branch Commissioner – Technology Branch Advisor – Technology District Commissioners Group Leaders Adult Volunteers and Parents
COMMITTEES:	Nil

The Purpose of the Scout Movement is to contribute to the education of young people in achieving their full physical, intellectual, emotional, social, and spiritual potentials as individuals, as responsible citizens and as members of their local, national, and international communities.

Scouts WA is a child safe organisation with zero-tolerance for any harm, abuse, or neglect.

Scouts WA values the diversity of our members, including gender, sexuality, race, religion, and ability.

Scouting focuses on youth members fully engaging with the program by supporting and managing those in adult and youth leadership roles.

ROLE OBJECTIVE

The Branch Advisor – ScoutMap provides operational leadership and specialist advice for Scouts WA's membership and administration system (ScoutMap).

The role ensures that ScoutMap is used effectively, consistently, and accurately across the organisation to support membership management, onboarding, compliance, and communication.

This position focuses on improving the user experience, reducing administrative burden, and ensuring data quality so that volunteers can focus on delivering the Scouting program.

ROLE RESPONSIBILITIES

Leadership and Management

- Support and guide users of ScoutMap across Branch, Districts, and Groups
- Lead a small support team if required
- Coordinate meetings, updates, and communication relating to ScoutMap

Operational Implementation

- Support the delivery of the Branch Technology Strategy within ScoutMap
- Develop and maintain clear processes and guides for ScoutMap use
- Assist with compliance requirements (membership records, safety tracking, etc.)
- Identify system issues and contribute to solutions and improvements
- Promote consistent practices across all users

Participation, Contribution and Advisory Involvement

- Advise the Branch Commissioner – Technology on system performance and user needs
- Engage with Leaders and volunteers to provide guidance and support
- Contribute ideas to improve systems, workflows, and the user experience



- Liaise with Head Office on system updates, changes, and issues
- Positively promote effective use of ScoutMap across Scouts WA

FUNCTIONS AND DUTIES

System Support and Guidance

- Provide frontline support to Leaders and volunteers using ScoutMap
- Aid with membership processes (registrations, transfers, renewals)
- Support onboarding of new volunteers through the system
- Help resolve user issues and escalate where required

User Experience Improvement

- Develop simple, practical guides and training materials
- Identify pain points and reduce complexity in processes
- Support consistent onboarding experiences for new members
- Deliver or support training sessions and workshops

Data Quality and Governance

- Promote accurate and complete data entry practices
- Monitor data quality and identify inconsistencies or gaps
- Support reporting and data use for decision-making
- Ensure good record keeping within ScoutMap

System Coordination

- Assist with testing updates and new features
- Support rollout of system improvements and changes

AUTHORISATIONS AND DELEGATIONS

- Provide guidance and advice on ScoutMap usage across Scouts WA
- Recommend improvements to system processes and workflows
- Liaise with staff and system providers regarding issues and enhancements
- Exercise financial authority in accordance with the organisation's approved Financial Delegations Standard.

PERSONAL ATTRIBUTES

Attitude

- Committed to the Vision, Aim, and Principles of Scouting
- Patient, helpful, and service-focused
- Positive approach to problem-solving
- Committed to improving volunteer experience

Skills

- Strong communication and support skills
- Ability to explain systems in simple, practical terms
- Attention to detail and data accuracy
- Basic troubleshooting and problem-solving capability

Knowledge

- Good understanding of ScoutMap and how it supports Scouting operations
- Awareness of Scouts WA structure and membership processes
- Understanding of data management principles

QUALIFICATIONS AND SKILLS

Mandatory

- Certificate of Proficiency (Program Support Leader or equivalent) or commitment to attain within 12 months
- Commitment to attain Wood Badge within 24 months



- Competence in Microsoft 365 tools
- Desirable**
- Experience using ScoutMap or similar systems
 - Experience supporting users or delivering training
 - Understanding of membership systems or databases
 - Experience in process improvement

EXPERIENCES

- Experience working with administrative or digital systems
- Experience supporting volunteers or teams
- Experience improving processes or workflows
- Experience with Scouting operations at Group/District level

REQUIRED MEETINGS

- Technology Team Meetings
- Support Services Meetings (as required)
- District and Group meetings (as required)
- Training sessions and workshops

KEY PERFORMANCE INDICATORS

- Accuracy and completeness of ScoutMap data
- User satisfaction and confidence in using the system
- Reduction in support requests over time (through better systems/training)
- Timeliness of issue resolution
- Adoption of consistent processes across Groups and Districts
- Effectiveness of onboarding experience for new members

ACCEPTANCE OF ROLE

I have read and discussed the Branch Advisor – ScoutMap Position Description and accept the appointment.