



It starts with Scouts.

Job Description

Council Relationship Manager

Job Level: 5

Reports to: Regional Director, Scouting Experience

Supervises: Scouting Relationship Manager(s)

SUMMARY

Council Relationship Manager (CRM) works closely with the volunteers and is accountable for balancing the needs of volunteers with the demands of the business of Scouting. The role is pivotal in differentiating the appropriate level of service provided to areas and groups within the Council. The CRM is the champion for the mission of the organization, influences operational excellence and has an intimate knowledge “customers” within Councils. The CRM ensures a greater understanding of volunteer needs, operational efficiency, fiscal responsibility and managed risk with the intent to maximizing stakeholder value.

Under the direction of the Regional Director, the CRM must balance the role of senior account manager and Council Key3 Support based on the needs of the account portfolio and the management of the Council. The CRM has a shared responsibility for delivering on organizational objectives, volunteer engagement and business management. Depending on the account portfolio, the CRM is accountable for the effective delivery of the Council business plans, and may have supervision of Scouting Relationship Manager(s). A key priority for this position is to enable membership growth through program quality and enabling youth leadership throughout the Council.

DUTIES & RESPONSIBILITIES

Council Management

- Responsible for the performance of the Council while supporting the Council Commissioner and Council Youth Commissioner in the creation and delivery of the Council Business Plan
- Manages, monitors performance of the Council Business Plan and ensures the Council plans aligns with the National Strategic Plan.
- Maintains overall responsibility for Safe Scouting practices and initiatives
- Ensures volunteer and employee compliance with Bylaw, Policies & Procedures
- Actively participates in regular Council Key 3 meetings, as required

Membership Management

- Actively builds “customer satisfaction that influences a mindset that Scouts Canada deserves volunteer loyalty
- Promotes a “customer-centric” approach to managing volunteer concerns
- Monitors and executes membership growth activities and outcomes, and adjusts actions to achieve goals
- Ensures “customer value” for volunteers through Scouter Development initiatives
- Ensures Council support of Areas, Groups and Sections

Volunteer Resource Development

- Maintains succession plans for key volunteers in compliance with the Public Appointment Process



Job Description

It starts with Scouts.

- Supports volunteer development activities
- Manages Suspension/Termination Policy

HR Management

- May be involved in recruiting, selecting and supervising Scouting Relationship Managers
- Provides training, guidance and coaching to ensure success in meeting departmental objectives and performance management
- Manages and approves time off requests in payroll system and in conjunction with HR & Payroll monitor employee leave of absences
- Ensures that volunteers have completed screening and training requirements

Volunteer Support

- Develops and executes in partnership with the Regional Director and with the Council Key 3, the volunteer service plan that is consistent with the needs of the volunteer, employees and business.
- Coaches and mentors volunteers on a regular basis, in-person and by phone/email/Skype, etc.
- Identifies prospective business partners, builds relationships in such a way as to create advocates for Scouts Canada
- Promotes registration of new youth and adult members, and ensures timely registration process
- Develops and maintains community relationships aligned with the organizational objectives
- Promotes activities that enhance membership retention
- Promotes and reinforces youth leadership, program quality and appropriate professional development
- Establishes and maintains service standards as per Scouts Canada requirements

Communications

- Applies Scouts Canada's communications strategy / program
- Cultivates and maintains positive relationships within communities
- Consults internally on public relations issues
- Maintains Council crisis plans
- Ensures consistency of council communications

Risk Management

- Directs effective risk management practices
- Promotes and directs where necessary volunteer and staff compliance with all Scouts Canada policies and procedures
- Promotes and directs where necessary volunteer and staff compliance with all applicable legislation

COMPETENCIES REQUIRED

Organizational Competencies

- **Member Focus** – Demonstrates commitment to increasing member satisfaction, assumes responsibility for solving problems, ensures commitments to members are met and solicits organizational and personal performance feedback from members.



Job Description

It starts with Scouts.

- **Integrity/Ethics** – Deals with others in a straightforward and honest manner, maintains confidentiality and supports company values
- **Dependability** – Meets commitments, accepts accountability, stays focused under pressure and meets attendance/punctuality requirements
- **Teamwork** – Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere
- **Job knowledge** – Understands duties and responsibilities, has necessary job knowledge and technical skills, understands Scouts Canada's mission/vision and keeps job knowledge current

Job Specific Competencies

- Leadership style that is team-centric; collaborative, results orientated and inspires others to succeed
- Change leadership; the ability to adapt to an ever changing environment while engaging others to remain focused on success.
- Excellent coaching and communication skills both oral and written, and the ability to speak effectively and persuasively to groups and individuals
- Excellence in organizational leadership with the ability to develop business plans, set and achieve strategic objectives and manage performance
- Strong business acumen, with effective project management and change management skills
- Strong networking skills and able to build positive and professional relationships with community leaders, volunteers and members
- Initiative; a drive to produce results through others.
- Adaptable; ability to remain flexible and innovative in a constantly changing environment.

QUALIFICATIONS

- Post-secondary education in a related field
- Management experience, preferably in not-for-profit sector
- Experience in sales and marketing and promoting programs and services in the community
- Knowledge and experience with strategic planning, budget planning and management, development and asset management
- Experience in recruiting and managing volunteers
- Valid Driver's License and a clean drivers abstract
- Clean PRC/VSS
- Bilingual an asset

WORKING CONDITIONS

- Working from a home office environment
- Evening and weekend work is required on regular basis



Job Description

It starts with Scouts.

- Approximately 20,000 km travel per year (includes air travel)
- Overnight travel approximately 8 days per month