



POSITION DESCRIPTION

Event Management Centre Team Member

OneCamp 2026

Voluntary Position

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.

OneCamp 2026 is the next iteration of our successful all-sections camp that will provide a unique major event experience for youth participants across all sections from Joey Scouts to Rover Scouts.

Role objective

Support the smooth operation of the event by responding to phone calls and enquiries received by the Event Management Centre.

Role overview

As a member of the Event Management Centre (EMC) Team, you will report to the Deputy Event Director and support the smooth operation of OneCamp 2026.

As part of a team, you will answer phone calls and walk-in enquiries received by the Event Management Centre. You will have information about all aspects of the event at your fingertips, ready to assist event participants to ensure they have a fantastic experience at OneCamp 2026. You will assign reported issues to Event Teams for resolution, and track tasks to ensure issues are resolved in a timely manner.

Specific responsibilities

- Respond to phone calls to the Event Management Centre and triage issues as per documented procedures.
- Respond to walk-in enquiries at the Event Management Centre helpdesk from event participants (youth or adults).
- Assign tasks to various Event Teams in response to phone calls or walk-in enquiries received by the Event Management Centre.
- Record information reported to the Event Management Centre as per documented procedures and escalate as necessary.
- Monitor weather and emergency situations that may impact the event (e.g., bushfires, extreme heat, storm activity).
- Refer issues to the Health & Wellbeing Centre as necessary.
- Escalate issues to the Deputy Event Director or their delegate on duty.
- Manage lost property.
- Attend pre-event induction meetings between December 2025 and April 2026.
- Attend a review meeting after OneCamp 2026 to inform the event report and record lessons learnt for future major events.

Key stakeholders

Reports to:

- Deputy Event Director – OneCamp 2026

Works alongside:

- Event Directors
- Event Leads
- Event Line Leaders

Roles that report to this role:

- None

Personal attributes	<u>Attitude</u> • Have enthusiasm for the Vision, Aim, and Principles of Scouting • Be a good role model to Youth and Adult Members • Have enthusiasm for the One Program continuum • Be passionate about the Youth Leading Adults Supporting concept • Adhere to the Scouts Australia Code of Ethics and Conduct <u>Skills</u> • Be able to communicate efficiently • Be able to manage competing priorities in a changing environment • Be able to motivate, build, and lead teams effectively • Be able to manage human and financial resources • Be able to build relationships and trust with stakeholders across the event • Be able to use the Microsoft Office suite <u>Knowledge</u> • Understand Safe from Harm in accordance with Scouts Australia Child Safety Policy including principles, standards, and procedures Understand and commit to the Scout Promise and Law • Understand the Youth Program
Qualifications and experience	• Previous attendance at a major event is preferred but not essential
Time commitment	You will be required to commit time for this role. You will be invited to attend an induction meeting prior to the end of 2025. Between January and April, there will further induction meetings to prepare you for the role at OneCamp 2026 (likely 1 meeting per month). At OneCamp from 10 April till 18 April 2026, you will be assigned to a roster to work either a morning shift (such as 7am till 3pm) or an evening shift (such as 2pm till 10pm). Applicants should ensure they have the flexibility in their time to be able to accommodate this contribution considering their current commitments. There is scope to craft the role to fit into your schedule. This is a volunteer position.

Event Team Structure Chart

