

	Gasóga na hÉireann / Scouting Ireland			
	No.:	Issued:	Amended:	Next Review Date:
	CSD-TOR-18	22nd February 2021	n/a	NA
	Category: Project Team – Terms of Reference			
Corporate Services Department: Membership Management System Key User Team				
Related Documents:				
Revision	Date	Description		
1	22 nd Feb 2021	Document Issued		

Description

Scouting Ireland is embarking on a group focused membership management system by which groups can manage their recording requirements including programme work, badge awards, communications, assets and quartermaster management and financial management. The chosen service provider specializes in working with youth and scouting sector organizations.

If you understand how a group operates and have an interest in helping people learn new tools this is your opportunity. The group focused membership management system Key User Team will be a project team serving 12 months within the Corporate Services Department. This team will support the Scouting Ireland Membership Management System. Individuals can apply through an open call. A Project Team Lead will be appointed by the Core Team and will lead this Project Team.

Duration of Term

Project Team duration: 12 months

Commencing: 15th March 2021

End Date: 14th March 2022

Aims of the Team

The Membership Management System Key User Team aims are as follows:

- To listen and communicate the requirements of the local membership to the project team and ensure that all requirements are catered for within scope of the software.
- To support the implementation and local roll out of the new Membership Management System.
- To assist in developing a group level roll out strategy.
- To advocate the change of the Membership Management System following the direction from the Project Team Lead in line with relevant legislation.
- To be a local champion for the Membership Management System.

- To ensure the stability and accuracy of the Membership Management System during the development and testing phase of the project.

Accountability

- All persons on the Membership Management System Key User Team will be accountable to the Core Team and Department Manager or their delegate, through the Project Team Lead.
- All members of the team must adhere to the Project Team Code of Conduct and will receive a Letter of Appointment. In addition, due to the nature of the work by this project team, members will need to sign a non-disclosure agreement.
- The project team budget will be approved by the Core Team and the Department Manager will administer the budget and monitor spending.
- To participate in all required activities of the project team.
- To liaise with your local groups to ensure understanding usage of the Membership Management System.

Reviews

A review will be conducted by Project Team Lead in conjunction with the Project Manager for the overall Membership Management System project and submitted to the Core Team for consideration.

A report and review should be submitted to the Core Team within 6 weeks of the completion of the project.

Assigned Duties

1. To establish a thorough understanding of the Membership Management System through self-learning, user focus groups and product training.
2. To work with the project team to deliver messaging, informal product training and support to local scout groups.
3. To be a local product champion for the Membership Management System.
4. To participate in product development, product testing and product implementation.
5. To have a thorough understanding of local scout groups requirements for the Membership Management System.
6. To support the Provincial Support Office to ensure usability of the system.
7. To take a hands-on approach with developing and supporting the roll out of the Membership Management System.
8. Ensure strong effective communication in relation to the Membership Management System.
9. Other duties that may arise relevant to this project team.

Meetings

In addition to the assigned duties the Project Team will meet monthly online. Members of the department support team and the Core Team may attend.

Additional Information

- Meetings will be conducted via teleconferencing platform and in person as appropriate
- Project roles and team structure will be defined by the Core Team
- All individuals appointed to the project team must be formally approved by the Corporate Services Department Core Team
- The Core Team may request additional duties to be assigned to the Project Team
- The terms of reference can be subject to change by the Core Team
- Reasonable expenses will be reimbursed for expenditure incurred in carrying out these roles
- The Scouting Ireland Financial Handbook must be adhered to
- All individuals appointed will be required to complete and agree to a verification process
- The work of the project team must support Scouting Ireland's Strategy
- The work of the project team must not compromise the companies risk register
- The work of the project team must be in line with good governance including GDPR

Measurables

- To develop a Scout Group focused Membership Management System.
- To use a Network Promoter Score to evaluate success.
- Timeframe based measures - Implement transition to new Membership Management System in July, all groups engaging with the new Membership Management System by November.
- Develop and implement a training programme to support groups in preparation for use of the new Membership Management System.
- Implement a successful communication strategy in line with the Scouting Ireland Communications Department.