

Title

General Manager – Staffing and Rostering

Reports to

Director – Support Services

Direct Reports

Support Services Team

Appointment Term

November 2025 to February 2028

Position Type

Voluntary

Scouts Australia is a Child Safe organisation. We are inclusive of all, regardless of gender, sexuality, race, religion, or ability, and do not tolerate any form of harm, abuse, or neglect.

Australian Jamborees are a crucial part of the Scout Journey for thousands of young people, they develop lifelong memories and personal growth of every youth member who attends. The General Manager – Staffing and Rostering leads the AJ2028 Staffing and Rostering Team, responsible for coordinating the rostering of Venturers and Adults for the 27th Australian Jamboree (AJ2028).

This role reports to the Director – Support Services and works collaboratively across the AJ2028 team, Scouts Victoria, Scouts Australia and other Branches to ensure the Jamboree experience reflects the excitement, values and diversity of modern Scouting.

Scouts Victoria aims for best practice while meeting obligations to Scouts Australia (National), Asia-Pacific Region of WOSM (APR) and World / WOSM (The World Organization of the Scouting Movement).

Primary Responsibilities

- Develop and oversee the staffing strategy for the Jamboree, ensuring all functional areas are appropriately resourced.
- Lead and supervise the Staffing and Rostering Team, ensuring clear workflows, adequate training, and high operational performance.
- Coordinate recruitment, onboarding, and appointment of adult volunteers across all Jamboree departments.
- Manage the development and maintenance of the event-wide rostering system, ensuring fair, efficient, and compliant allocation of shifts.
- Liaise with all General Managers and team leaders to confirm staffing needs, role requirements, and rostering priorities.
- Work closely with the Contingent Leaders and their Contingent Management Teams.
- Ensure all volunteers are appropriately credentialed, trained, and briefed prior to and during the event.
- Maintain accurate records, including qualifications, Working with Children Checks, and role assignments.

- Provide clear communication regarding staff roles, responsibilities, schedules, and expectations.
- Coordinate on-site staffing operations, including check-in, daily adjustments, and real-time problem solving for staff shortages or roster changes.
- Support welfare and wellbeing processes by monitoring staff workloads, managing fatigue, and responding to duty-of-care concerns.
- Oversee staff amenities planning, including accommodation allocation, catering arrangements, break areas, and workplace supports.
- Manage staff issue-resolution processes, including conflict management, reassignment of roles, and escalation pathways.
- Ensure compliance with Scouts Australia policies, safeguarding standards, and relevant workplace or volunteer management regulations.
- Provide regular staffing and rostering reports to the Jamboree Executive/Board, highlighting risks, shortages, or operational challenges.
- Oversee post-event wrap-up including staff feedback, debrief, reporting, and knowledge transfer for future Jamborees.

Attitude

- Enthusiastic and committed to Scouting values.
- Positive, patient and calm when dealing with staff needs and issues.
- Fair, respectful and inclusive when working with a diverse team.
- Approachable and willing to listen to concerns.
- Participatory Leader who empowers others and values youth-led input.
- Strategic thinker with a solution-focused approach.
- Calm and adaptable in a fast-paced, event-driven environment.
- Collaborative and inclusive communicator.
- Uphold and demonstrate a commitment to the implementation of Child Safe Scouting

Skills

- Proven leadership and project management ability.
- Strong people-management and team leadership skills.
- Strong communication, organisation and delegation skills.
- Can plan, organise and manage projects.
- Able to negotiate and resolve problems.
- Skilled at matching people to roles based on capability and needs.
- Organised, with good attention to detail.
- Able to use rostering tools, spreadsheets and other digital systems.
- Demonstrate risk management, work health and safety (WHS) and Scoutsafe skills in the adventurous activity environment

Knowledge

- Understands Scouts Australia rules, policies and how the organisation works.
- Understands how to work with volunteers at large events.
- Awareness of rostering principles, shift planning and workforce management.
- Understanding of duty-of-care requirements, wellbeing considerations and fatigue management.
- Knowledge of basic data tracking, reporting and record-keeping for staffing.