



Resolutions Team Leader

Oxfordshire Scouts

'An opportunity to make a difference'

Key Tasks for Resolutions Team Leader

Summary:	Manage the Resolutions Team to ensure it fulfils its purpose and objectives, is managed effectively, that it is open to all and supports its members
Purpose of the Resolutions Team:	The Resolutions Team will look to ensure that conflicts, incidents and complaints are managed within the Scouts policies.
Term:	3 years
Responsible to:	Support Team Leader
Responsible for:	Resolutions Team Members.
Main contacts:	Group Lead Volunteers, District Lead Volunteers & volunteers across the County
Appointment requirements:	Understand and accept The Scout Association's policies. Complete the appointment process, getting started modules within 5 months in this role and keep mandatory ongoing learning current (and any new requirements under transformation changes).
Key Tasks for Resolutions Team Leader:	• Ensure the team fulfils its purpose – to manage conflicts, incidents and complaints. • Appoint, manage and support members of the Resolutions Team including: ◦ Ensuring that Resolutions Team Members have up to date DBS checks and have completed mandatory and accreditation learning as required. • Ensure that key tasks are allocated across the Resolutions Team Members • Maintain effective communication between the Resolutions Team and wider Support Team • Ensure that the sub-team takes an active part in meetings of the District Resolutions Teams to ensure a consistent approach and to co-ordinate work, share resources and learn from one another. • Any other tasks outlined by line Manager
Key Tasks for Resolutions Team:	• Make sure all incidents are reported, recorded, responded to and closed as required by Law and Scouts Policies • Work to try and stop conflicts before they happen and from happening again. • Share knowledge from previous cases within the wider network of Resolution Leads and the Resolutions UKHQ Team.