

Evergreen District BOD/OT Team Charter

2018

This is a proposed update of the Team Charter created by the BOD in 2015. The Team Charter is the “blueprint” created by the team. It allows team members to align with the team, gets new people up to speed quicker on expectations of the team and guides the team on the work they do.

1A. Who are we accountable to? Who are our Key “Customers”?

Definition: A Customer is anyone who directly receives or uses the services we provide. Key Customers are considered critical to our success.

Customers of the BOD/OT include: Evergreen Members, Chapters, Quartets, and Future Barbershoppers, HOD representatives, all Chapter Leaders.

However, the “Key Customers” critical to our success are: Chapter Leaders, both Administrative and Musical.

They are key Customers because of the relationships and influence they have to guide the BOD/OT. We depend on them for their insight, participation at events and influence they have on their chapter members.

1B. Who are we accountable to? Who are our Key “Stakeholders”?

Definition: A Stakeholder is a group, either inside or outside the organization, who has a significant stake in our success, but does not directly receive or use the services we provide.

SAI (education, director development), BHS Staff & CEO, District Presidents Council, Other Districts, Coaches /Teachers, Judges, Arrangers, District HOD, Society Board of Directors

Our Key Stakeholder is: BHS staff at Harmony Hall

With the new strategic vision and roadmap of BHS’ “Everyone in Harmony”, they are a stakeholder in our implementation of that vision.

2. Key Performance Results Expected from our Team:

Financial – Create and maintain Balanced budgets, provide cash flow tracking, set aside at least 6 months of reserve funds, fund pilot projects off-budget

Quality – Timely updates of District Manuals, standardize chapter operations education, provide a consistent approach to chapter visits, utilize technology solutions and online applications

Time: Respond timely to customer questions, involve the right person, follow up to ensure solution, copy information to other impacted people

Service: Fund workshops – director development, chorus development, chorus and quartet coaching and HCNW. Partner with other singing organizations, share knowledge. Provide administration assistance, educators and resources.

Quantity: membership #'s, chapter numbers, youth numbers, Frank Thorne numbers, attendance at conventions

3. What is our Team's main Purpose?

We exist to:

Uphold District Governance: Ensure District corporate and tax status is up to date. Includes BLMF, QCED and QEF, Bylaws and Ethics

Ensure Chapter compliance – corporation, tax status, insurance, number of chapter members

Maintain and update manuals for Operations, Policies, District Leadership Duties

Provide information and resources to online websites

Connect with Chapters, provide funding and resources to help them improve (Membership, Education – administrative and musical, Events)

Oversee District Conventions and Contests, Events manual and resources

Provide funding, resources, expertise to Education events

Share information from other sources that may enhance our chapters

Partner with other organizations. Examples: QCED, SAI for HCNW and Summit, MBHA for sharing ideas and events.

Our Number 1 Reason for being as a team?

We exist to support our chapters through connection, education and growth initiatives and to support events that keep our District singing!

4. What are our Ideal Team Characteristics? What do we strive to become?

We represent all 5 Divisions of the Evergreen District

We belong to and support our home chapters

We are open-minded and forward thinking

We continually seek to increase revenue and save money for the District.

We recognize the need to share ideas and updates with each other

We recognize the need to learn and embrace new technology solutions

Before embarking on a project, we ask “how will this help the District?” and get confirmation from team members

We are prompt at communications with each other

We take on responsibilities and strive to do the best we can

We seek ideas from outside the District and BHS that will improve our chapters' experiences

We are a multi-generational team; our greatest gift is to allow future generations to continue to sing barbershop music.

5. Team Norms – our Ground Rules on how we operate

We encourage all members to speak up and offer opinions. We respect the opinions and thoughts of others.

We freely share experience, knowledge and ideas.

We attend all the meetings we are asked to attend.

We discuss priorities of projects and take actions according to the priority.

We embrace technology that can assist our communication with each other, our key customers and key stakeholders.

Meetings:

We start on time.

Agendas are received in advance.

Reports are received 14 days in advance, they are read by all attendees, so progress on issues can be discussed

We meet as a Board/OT group at least 2 times per year.

We contain our discussion to the agenda item.

We take action on commitments and decisions from the meeting.