



Administrator

Application Pack

£17,842 per annum

35 hours per week

Closing Date: Monday 10 May 2021 at 9am



Welcome

We are really pleased that you are interested in joining our team.

Girlguiding values the differences that a diverse workforce brings and is committed to inclusivity, and to employing and supporting a diverse workforce. While Girlguiding's young members may be women only, our staff team is mixed gender. We welcome applicants from all backgrounds.

We are committed to supporting our staff to achieve a good work-life balance and offer flexible working options wherever we reasonably can. Girlguiding North West England is a COVID secure employer, providing support for all employees during the current pandemic. All staff are required to carry out our online health and safety training and complete a DSE risk assessment to ensure we can provide the support you require.

We are currently recruiting to a number of administration roles to support the region team.

If you wish to apply, please send your CV and completed diversity questionnaire along with a personal statement detailing how you meet the criteria to fulfil the role to;
Kelly.hunter@girlguidingnwe.org.uk

Interviews will be held remotely during the pandemic.

About Girlguiding

Girlguiding is the leading charity for girls and young women in the UK and the largest female-focused charity, with around half a million members who are active in every part of the UK; delivering 30,000 guiding meetings a week that give girls and young women a space where they can be themselves, have fun, build brilliant friendships, gain valuable life skills and make a positive difference to their lives and their communities. Through these weekly meetings, our girls and young women are exposed to fabulous age-appropriate opportunities.

Our youngest group, called Rainbows (girls aged five to seven; four to seven in Northern Ireland). They take part in lots of different, fun activities such as exploring the wider world through interactive games and unique events.

Brownies are girls aged seven to ten, being a Brownie opens up a world of exciting challenges and the opportunity to try new things such as camping adventures and once-in-a-lifetime events like sleeping overnight at Chester Zoo.

Guides are girls aged 10 to 14 who are given the chance to develop their individual skills and abilities, to explore their attitudes and develop their personal opinions, and to try out new challenges as part of a team. Guides can get involved in anything from adventure sports to performing arts, travel and taking part in social action projects. Guides also have an annual pop concert just for them called the BIG GIG!

Rangers offers young women aged 14 to 18 the opportunity to develop their skills and abilities through a flexible and inspiring programme. Our oldest youth members are offered a huge variety of challenges, activities and opportunities for personal development, including overseas development projects, young leadership and advocacy.

Girlguiding is made up of nine regions and countries, of which Girlguiding North West England is one.

About Girlguiding North West England

Girlguiding North West England is made up of 17 counties, from the top of Cumbria to the bottom of Cheshire and across to Wirral and Merseyside ([click here to find out more](#))

We have around 40,000 members of which around 9,000 are adult volunteers.

The charity is led by key volunteers who work together to deliver the strategy, supported by a staff team based at our Region Headquarters in Preston.

Our Commitment to Girls

We will empower more girls to find their voice and be their best through high- quality, girl-led programmes, delivered by inspirational Leaders.

Our Vision

An equal world where all girls can make a positive difference, be happy, safe and fulfil their potential.

Our Values

Caring **Challenging** **Empowering** **Fun** **Inclusive** **Inspiring**

The Role

Overall Purpose of the Role

To provide administration support to volunteer members and our staff teams, to enable them to provide opportunities for girls and young women to develop their potential.

To have responsibility for the general administration for a number of Girlguiding North West England areas of work, projects or counties; delivering a comprehensive support service to volunteers and staff members in these areas. The role could cover some of the areas or work detailed below;

- Providing reception duties, welcoming visitors, answering incoming calls and transferring to appropriate staff member or volunteer.
- Monitoring email accounts, this may include responding and circulating as required.
- Managing and coordinating the meeting room booking process, ensuring that the requirements of the hirer are met and support is given as required.
- Managing and coordinating invoicing and payments for meeting room bookings.
- Providing administrative support to volunteers/staff members, providing information and advice to enquirers, and undertaking administrative duties when required.
- Providing comprehensive administration support to staff and volunteers.
- Having expert knowledge of Girlguiding's Membership System: GO and providing systems support to volunteer members.
- Facilitating the new member joining process using the GO membership system.
- Ensuring accurate volunteer member records are kept.
- Assisting with the organisation of trainings, events, bookings, applications and collecting payments.
- Ensuring the administration of all new volunteer appointments; facilitating the nominations process, arranging inductions, sending out 'welcome packs', maintaining records of terms of office and facilitating succession planning.
- Preparing for meetings, arranging catering, circulating and preparing paperwork and taking minutes if needed.
- Producing a range of reports and statistical data for staff/county lead volunteers to support them in their roles.
- Maintaining effective communication systems with staff and volunteers.
- Providing absence cover for the region office team as required.
- Contributing to the efficiency and improvement of the office systems to support effective administration for all areas, recommending improvement where needed and implementing any agreed changes.
- Undertaking other duties as appropriate as and when required.

The Person

Criteria	Assessment	Essential / Desirable
Knowledge of		
Girlguiding structure, policies and procedures	A/I	D
Membership organisations	A/I	D
Experience of		
Working with or on behalf of volunteers	A/I	D
Working in a customer-focused environment	A/I	D
Skills		
Ability to manage a varied and complex workload and to prioritise issues	A/I	E
Planning and organisational skills	A/I	E
Ability to work accurately and pay close attention to detail	A/I	E
Ability to work proactively and on own initiative to meet set deadlines	A/I	E
Strong knowledge of database structure & data management systems	A/I	E
A logical thinker who can handle difficult enquiries immediately and effectively	A/I	E
Ability to build positive relationships with all stakeholders and the ability to work with and relate to people at all levels	A/I	E
Experience of problem management and able to work under pressure	A/I	E
Ability to investigate problems and provide solutions	A/I	E
Computer literate, with a working knowledge of Microsoft Office, online applications and the ability to use databases	A	E
Excellent verbal and written communication skills	A/I	E
Ability to work as part of a team and ensure effective communication	A/I	E
Values		
Flexible attitude to work	A/I	E
Commitment to the aims of Girlguiding	A/I	E
Understanding of equality and diversity in the workplace	A/I	E
Understanding of the contribution volunteers make to charities	A/I	E

Key: Assessment - A = Application I = Interview

Employment Details

Contract Type

Full time, permanent contract; 35 hours per week. Operating flexibly to meet the needs of the strategic plan and the organisation.

Location

The position will be based at Girlguiding North West England's Headquarters, Guiding Road, Preston PR2 5PD. However, you may be required to perform your duties at other locations, on a temporary or permanent basis. You will also be required to travel inside the UK on business of the Association.

Salary/Rate

The starting salary for this post is £17,842 per annum.

Working Hours

Normal working hours are Monday to Friday, either 8am - 4pm or 9am to 5pm, with one hour for lunch. However, you will be required to perform your duties at weekends or evenings, as required. Time in lieu can be taken for out of hours worked.

Probationary Period

The post will be subject to a probationary period.

Disclosure and Barring Service Check

This post may involve access to young people and as such it is a requirement under The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you may be required to submit a Disclosure and Barring Service check.

Holidays

25 days' paid holidays per annum, plus bank holidays.

Notice Period

Following the probationary period, the notice period required by both parties is 4 weeks.

Benefits

Pension Scheme

A choice of two pension schemes are available. Full details are available from Girlguiding North West England.

Employee Supported Volunteering

As an organisation that relies on volunteers, we consider it important to support our own staff to pursue their social action and community engagement interests. Employees who volunteer are entitled to two days of paid volunteer leave a year. If the volunteering is within Girlguiding, this rises to four days.

Further Information

Full terms and conditions will be provided if an offer is made. If you have any questions at this stage, please contact Kelly Hunter on 01772 791 947.

How to Apply

The closing date for applications is 9am on Monday 10 May 2021. To apply for the role please send your CV and completed diversity questionnaire along with a personal statement detailing how you meet the criteria to fulfil the role to;

Kelly.hunter@girlguidingnwe.org.uk

Candidates shortlisted will be invited to attend interviews during week commencing 10 May 2021. Interviews will be at Girlguiding North West England, Guiding Road, Preston PR2 5PD or held remotely.

Unfortunately, we are unable to give feedback to applicants not shortlisted for interviews. We do provide feedback upon request to candidates interviewed.