



## Receptionist

## Application Pack

Remuneration - £19,110 per annum

37.5 hours per week

Closing Date: Friday 13 May 2022 @  
9.00am



## Welcome

We are really pleased that you are interested in joining our team. This is a really exciting time for Girlguiding North West England as we are planning lots of exciting events and activities for our members.

While Girlguiding's young members may be female only, we welcome applicants from any gender and background.

We are really proud to be the lead volunteers for Girlguiding North West England and we hope that after reading the application pack, you feel inspired to join us.

## About Girlguiding

Girlguiding is the leading charity for girls and young women in the UK and the largest female-focused charity, delivering guiding meetings 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** (are girls aged four to seven), 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 also follow a programme, 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.

**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!

The **Ranger** section 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 the Isle of Man.

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 fulfill their potential.

## Our Values

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

## The Role

### Purpose

This role is a key member of a small team of the Girlguiding North West England Region Office. Under the leadership of the Executive Manager. This role will contribute to the provision of a range of services to support volunteer members to provide opportunities for girls and young women to develop their potential.

The successful applicant must have excellent verbal and written communication skills. They must be able to build positive relationships with staff and volunteers at all levels and have a working knowledge of Microsoft Office. They will have responsibility for the office reception duties, meeting room bookings, supporting hirers, ensuring the office space is at the best standard it can be for office staff and meeting room hirers as well as providing admin support to the Executive Manager and Region Chief team.

### Responsibilities

- Be a central point of contact for visitors to the Region Office.
- Answer incoming calls and emails and transfer calls or forward emails to others, or pass on messages (by phone or email) to the relevant staff member or volunteer
- Process all incoming mail and circulating to the team as appropriate, providing cover for the coordination of outgoing mail when required
- Provide support to staff and volunteers, providing information and advice to enquirers, and undertaking administrative duties when required
- Provide comprehensive support to staff and volunteers with the day to day administration for the organisation
- Monitor stocks of office stationery and ordering new items as and when required
- Coordinate meeting room bookings and ensuring that all administration associated is completed
- Liaise with the Finance Office to ensure that hirers are invoiced, and payment is received
- Ensure that meeting rooms are ready for use at any time
- Build relationships with hirers so that they return for repeat business
- Generate new meeting room business by contacting local organisations to promote facilities
- Ensure the building is fit for purpose and ensure that essential work in regard to cleaning and maintenance are carried out
- Ensure that regular H&S/risk assessment checks are carried out on the building to ensure the building is fit for use and sign off by Executive Manager
- Work with the Finance Officer and Executive Manager to ensure that equipment and servicing of equipment are best value for money
- Ensure that the office has the relevant equipment to support the staff team and meeting room users
- Work flexibly to provide out of hours support when needed
- Organise and attend teleconferences/meetings at regional level as required
- Assist with new member joining process using Girlguiding's membership system
- Maintain effective communication systems with volunteers
- Providing absence cover for the Region Office team as required
- Contribute to the efficiency and improvement of the office systems to support effective administration for all areas of regional services, recommending improvements to the Executive Manager and implementing any agreed changes

## Additional Information

- The role is based at Girlguiding North West England Headquarters, Preston, but the post may require occasional travel to multiple locations both in the North West and across the UK
- Due to the nature of the work, occasional weekend and out of hours working will be required across North West England for which time off in lieu will be offered
- You may be required to undertake any other duties that may reasonably be required to fulfil the requirements of this post
- You will be expected to actively promote the Girlguiding North West England vision, mission and values

This role has no line management responsibility.

## The Person

Criteria	Assessment	Essential / Desirable
<b>Skills</b>		
Excellent verbal and written communication skills	A/I	E
Excellent administration skills	A/I	E
Computer literate, with a good knowledge of Microsoft Office	A	E
Excellent people skills and telephone manner.	A/I	E
Ability to work accurately and pay close attention to detail	A/I	E
High level of organisation, ability to work on own initiative	A/I	E
Able to work as part of a team and ensure effective communication	A/I	E
Ability to positively represent Girlguiding externally	I	E
A full driving licence and access to transport	A	D
<b>Experience of</b>		
Working in an administration role	A/I	E
Working in a customer-focused environment	A/I	E
Working with volunteers	A/I	D
Girlguiding UK structures, policies and priorities	A/I	D
<b>Values</b>		
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, 37.5 hours per week. Operating flexibly to meet the needs of the strategic plan and organisational needs.

### 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 occasions. You will also be required to travel inside the UK on business of the Association.

### Salary/Rate

The starting salary for this post is £19,110 per annum.

### Working Hours

Normal working hours are Monday to Friday, 8.30am to 4.30pm or 5.00pm, with either half hour or one hour for lunch (depending on office usage). 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 6 month 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 (pro rata for part time hours)

### Notice Period

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

## Benefits

### *Pension Scheme*

You will be eligible to join the Girlguiding Group Personal Pension scheme. The scheme is contributory. 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. Staff 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 791947.

## How to Apply

The closing date for applications is 9.00am on Friday 13 May. To apply for the role, please complete the application form and return by email to [Kelly.hunter@girlguidingnwe.org.uk](mailto:Kelly.hunter@girlguidingnwe.org.uk)

Candidates shortlisted will be invited to attend interviews during week commencing 16 May. Interviews will be at Girlguiding North West England, Guiding Road, Preston PR2 5PD.

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