



Girlguiding
North West England

Application pack

Growth & Development Administrator

Staff role

Remuneration - £14,688 per annum, pro rata

Part time - 21 hours per week

Closing date: Friday 5 June 2026 @9am

Welcome message

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.

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, 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.

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 18 Counties from the top of Cumbria to the bottom of Cheshire and across to the Isle of Man and British Overseas Territories. 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

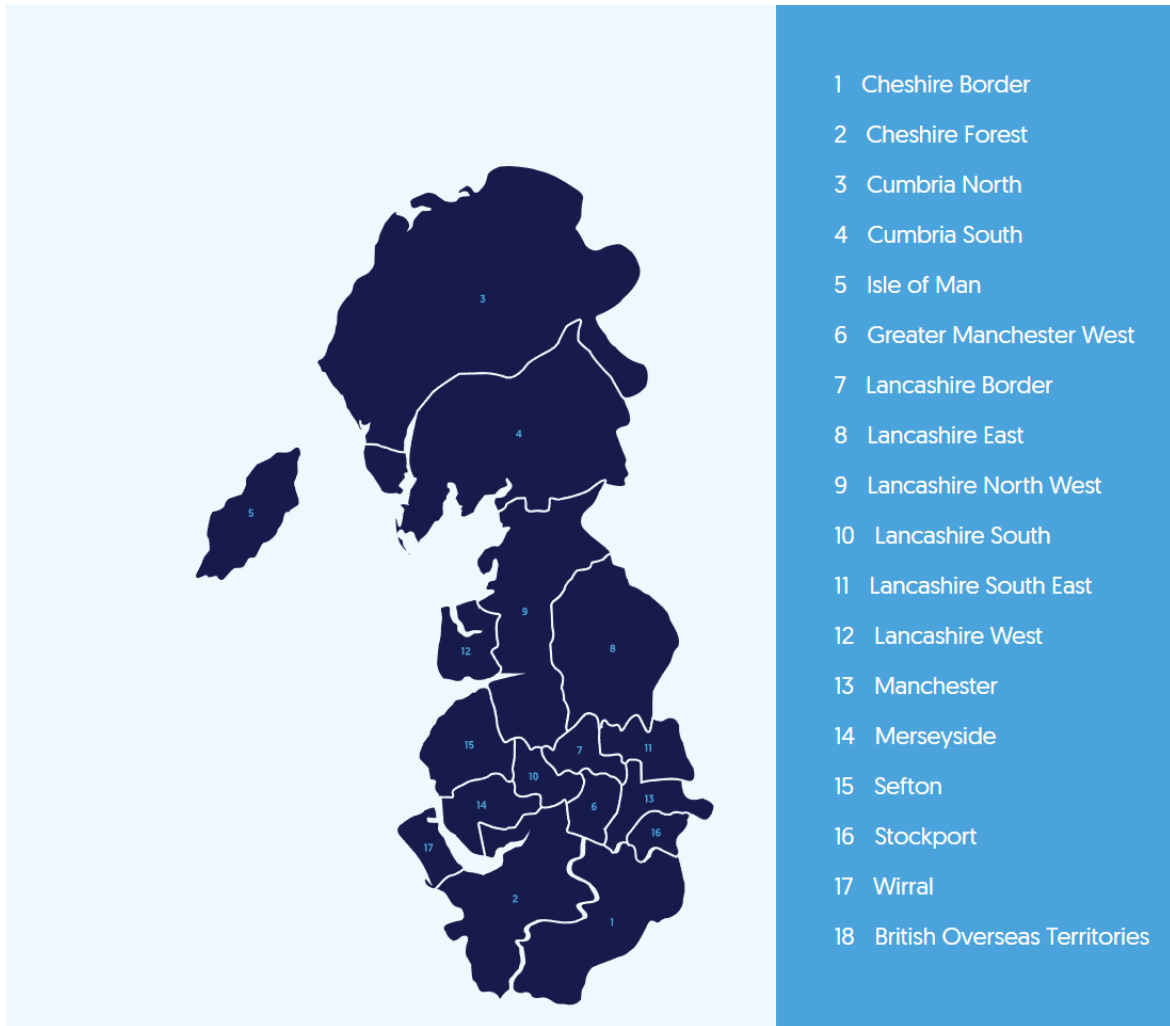
We will empower more girls to find their voice and be their best through high quality, girl-led programmes delivered by inspirational Leaders.

Our Vision

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

Our Values

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



Girlguiding British Overseas Territories include Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Saint Helena & Ascension Islands and Turks & Caicos Islands.

Growth & Development Administrator

Role description

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 membership growth. 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. This role sits within the Growth & Development team and is line managed by the Head of Membership Growth; the role holder will have responsibility for providing administrative and data support for growing guiding.

Responsibilities

- **Growing Membership:** To focus on providing administrative support to the Membership Growth and Development team.
- **Develop Relationships and maintain effective communication systems:** To ensure that positive relationships are developed with others and to ensure that communication is effective in supporting membership growth and retention.
- **Coordination of region grants:** Act as a central point of contact for unit and member grant applications and coordinate with the finance officer and relevant contact of approval to ensure applications are processed promptly and decisions are communicated clearly. Provide reports to the finance committee and relevant boards, including an update on the trends and uptake of grant applications. Work in collaboration with the engagement and influence officer to promote and increase engagement with region grants.
- **Data Analysis:** To use data to identify areas of work and to keep track of progress. To use our membership system to report on membership growth and recruitment campaigns.
- **Recruiting and Onboarding of Volunteers:** To process volunteer and young member enquiries and provide support to anyone enquiring on becoming a member. This includes the onboarding of volunteers from various sources, which may include Girlguiding alumni, job centres, local communities, parents as well as the family and friends of current members.
- **Developing Warm Volunteer Welcomes and Endings:** To ensure and develop initiatives to improve the welcome, onboarding and training, so that we create a positive experience for volunteers from the beginning to the end of their involvement.
- **Working with Others:** To work in partnership with local communities and lead volunteers and other staff members to achieve membership growth.
- **Utilising AI and Technology:** To make the best use of AI and technology to assist volunteers in the onboarding and welcoming new members.
- **Monitoring, Reporting and Evaluation:** To monitor, report and evaluate progress and outcomes, providing monthly and quarterly updates or reports and annual evaluations.
- **Support Wider Growth & Retention:** To support the Region team as needed in any growth, retention, perception changing and awareness raising initiatives.
- **Providing Absence Cover for the Region Office Team:** To support the wider office team as required.
- **Improving office systems:** To contribute to the efficiency and recommending improvements to the Executive Manager and implementing agreed changes.
- **Undertaking other duties:** To perform additional tasks as needed.

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	E
Working in a customer-focused environment	A/I	D
Skills		
Ability to manage a varied and complex workload and toprioritise 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 andthe 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, 21 hours per week. Operating flexibly to meet the needs of the strategic plan and organisational needs.

Location

The role is a hybrid role, some days will be based at Girlguiding North West England Headquarters, Preston and some days will be worked from home. The post holder may also be required to occasionally travel to multiple locations both in the North West and across the UK.

Salary/Rate

The starting salary for this post is **£14,688** per annum.

Working Hours

Normal working hours are Monday to Friday, as the role is part time, we are happy to discuss how this would work. Usual office hours are Monday – Friday between the hours of 9am and 4.30pm. However, you may 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 Louisa Wright on 01772 791947.

Application process

To apply

- The closing date is **Friday 5 June 2026** at **9am**.
- Interviews will take place **Friday 19 June** in person at Region HQ
- To express your interest in the role, return your application and diversity form to Orna Murphy at orna.murphy@girlguidingnwe.org.uk