

Membership Development & Growth Administrator

28 hours per week
£18,000-£20,000 pro rata



EXCELLENCE



ACCESS



VOICE



CAPACITY

Welcome

I am so pleased that you are interested in joining our team.

This is a really exciting time to join Girlguiding Scotland. With 45,000 young members we are the largest charity for girls and young women in Scotland.

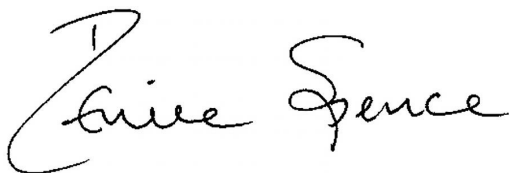
Girlguiding Scotland has been around for over 100 years and we have much to be proud of in that rich and vibrant history, but we know that to remain exciting and relevant to young people we must continually evolve.

During the pandemic many of our 3,000 units have been meeting online. As restrictions ease, we need to help units and areas to restart face to face across the whole country by increasing the support we offer our 10,000 amazing adult volunteers. We also need to recruit new volunteers to help girls move from our waiting list into units.

While Girlguiding Scotland's young membership is only open to girls and young women, our staff team is mixed gender and we welcome applicants from all backgrounds.

After reading the application pack I hope you feel inspired to join us.

Best wishes,

A handwritten signature in black ink that reads "Denise Spence". The signature is written in a cursive style with a large, stylized initial 'D'.

Denise Spence
Chief Executive

About Girlguiding Scotland

Girlguiding Scotland is the leading charity for girls and young women in Scotland. Thanks to the dedication and support of 10,000 amazing volunteers, we are active in every part of the Scotland, giving 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. We build girls' confidence and raise their aspirations. We give them the chance to discover their full potential and encourage them to be a powerful force for good.

Our vision

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

Our mission

Through fun, friendship, challenge and adventure we empower girls to find their voice, inspiring them to discover the best in themselves and to make a positive difference in their community

Our values

Caring, challenging, empowering, fun, inclusive and inspiring

Rainbows - We have fun

Rainbows are girls aged five to seven. Rainbows is all about developing self-confidence, building friendships, learning new things and having fun. Girls get their hands dirty with arts and crafts, get in touch with nature and play games - it's all about learning by doing.

Brownies -We do cool stuff

Brownies are girls aged eight to ten. Brownies introduces girls to a world of new opportunities, challenges and fun. Girls go along to camps, holidays, day trips and sleepovers. They get together with their friends at regular meetings where they learn new hobbies, get creative, explore other cultures and have outdoor adventures.

Guides - We make things happen

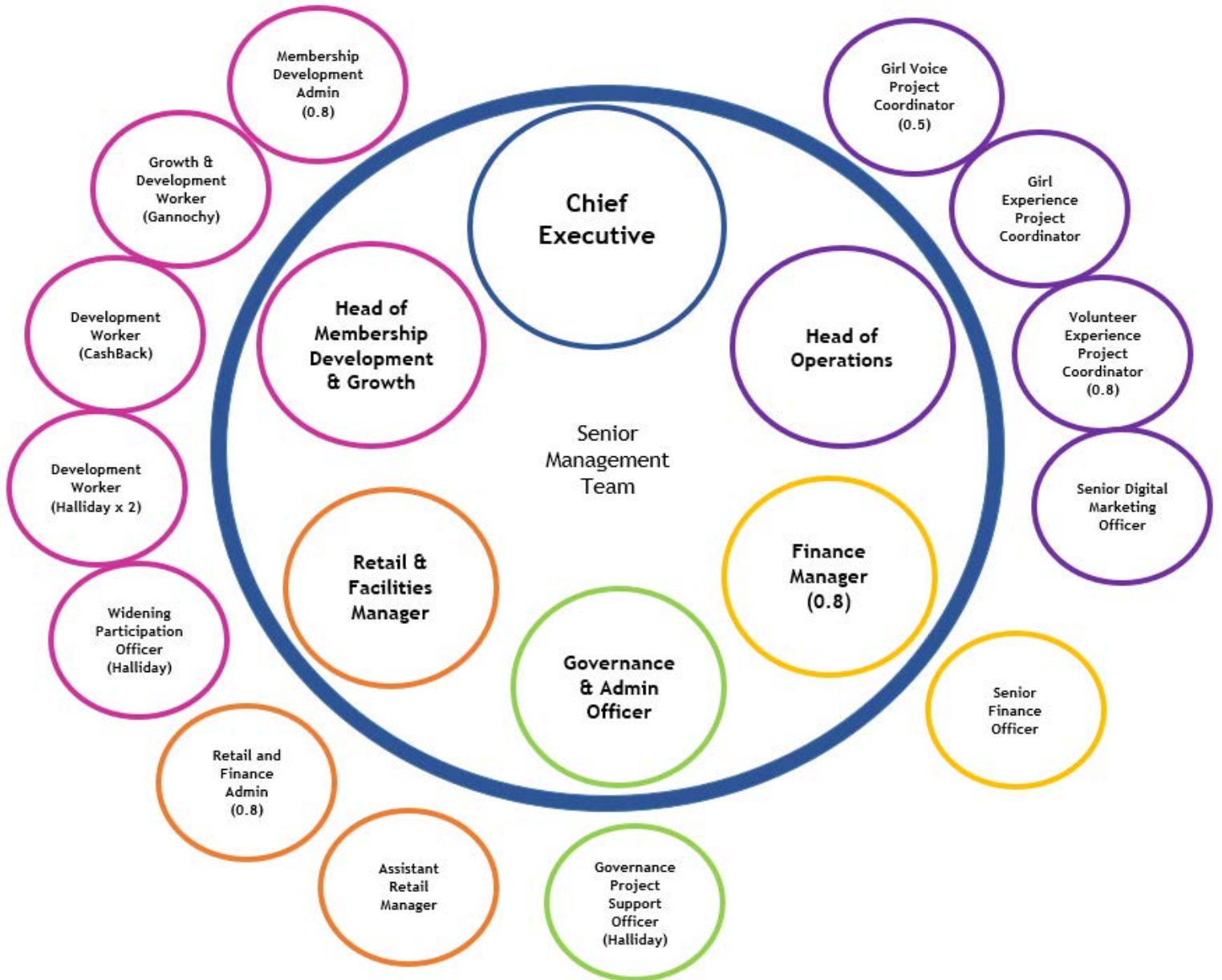
Guides are girls aged 10 to 14. Guides have an exciting and varied programme designed to inspire and challenge girls. What you do in Guides is up to you, from taking part in lots of exciting activities at regular meetings to special events and trips away.

Rangers - We explore more

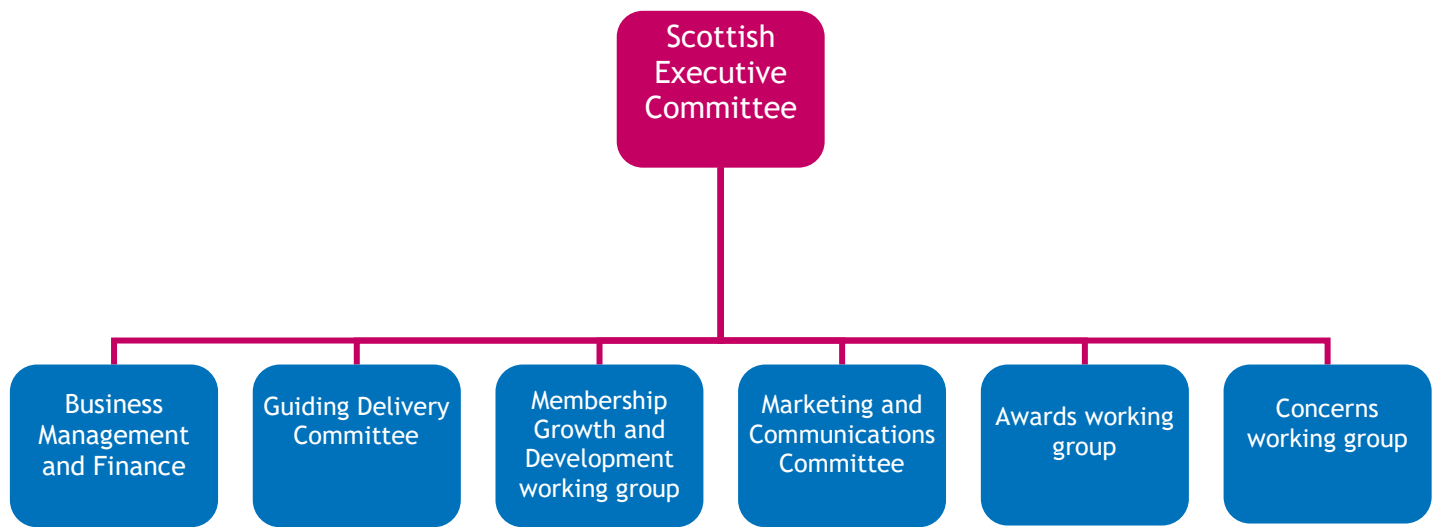
Rangers is a new section for girls aged 14-18 (replacing The Senior Section for those 14-25). Rangers offers young women the opportunity to develop their skills and abilities activities and opportunities for personal development.

About Girlguiding Scotland cont.

Our staff structure



Our governance structure



NB this will be subject to change early in 2022

The role

Overall purpose

The main purpose of this role is to ensure the administration of the Membership Development & Growth department runs effectively and efficiently. Managing, updating, maintaining and processing data is a key part of this role to ensure we're always able to access up-to-date, accurate information about membership, grants and projects. The post holder will be the first point of contact for all incoming membership enquiries and will offer consistent, high quality advice and customer service.

The successful candidate will be a self-starter, able to demonstrate good planning and organisational skills, strong attention to detail and an ability to prioritise workload to meet deadlines when working under pressure. An ability to work flexibly to meet the needs and availability of our members will be essential.

Main areas of responsibility

Customer Service

- Be the first point of contact at Scottish Headquarters for all incoming membership enquiries, delivering high quality advice and administrative service to members and potential members
- To effectively use Girlguiding membership systems to support prospective members with the application process, ensuring that they have a high quality experience
- To liaise with our concerns teams regarding escalated enquiries, in line with our escalation procedure
- To maintain records of enquiries on our CRM database
- To administer activities designed to welcome new members into Girlguiding Scotland

Membership systems and membership data

- To maintain the suite of membership reports taken from the CRM database/ Power BI each week/ month/quarter as required
- To populate reporting templates, graphs and charts to ensure membership data is readily available for Girlguiding Scotland staff and volunteer teams as well as all 27 counties (branches)
- To support ad hoc requests for membership data, liaising with the Head of Membership Development & Growth and Girlguiding's Membership System's team as required

Administration of projects, events and grants

- To provide administrative support for internal and external funds and grants managed by the Membership Development & Growth department, issuing communications, raising queries and updating records and reports to ensure reporting obligations are met
- To provide support for events and trainings associated with membership development & growth, supporting the administration of such activities from planning through to delivery and evaluation
- To provide administrative support for local recruitment projects, issuing recruitment resources and maintaining volunteer opportunities on online notice boards as required
- To administer Growing Guiding awards, processing nominations, attending panel meetings (quarterly evening meetings), communicating decisions and updating membership records of recipients

Other

- To service Membership Growth & Development Working Group meetings (at least 4 meetings per year, usually Saturdays)
- To undertake other administrative tasks as required
- To provide additional telephone and email cover during busy periods

The Person

Criteria	Essential or Desirable
Experience	
Experience of working in an administrative role	E
Experience of delivering excellent customer service	E
Experience of managing multiple tasks and a large volume of correspondence at the same time	E
Experience of working with a CRM database	D
Experience of grant administration	D
Experience of providing administrative support for training and events from planning through to evaluation	D
Experience of working for a membership organisation and/or with volunteers	D
Experience of minute taking	D
Knowledge and skills	
Ability to use Microsoft Office packages confidently and competently (Excel, PowerPoint, Word and Outlook)	E
Good communication skills including the ability to communicate clearly and concisely, tailoring content depending on the audience	E
Good understanding of data protection and confidentiality	E
Ability to prioritise a varied workload to meet deadlines under pressure	E
Strong attention to detail	E
Confident working with numbers and creating graphs and charts to present data and trends in an accessible way	E
Knowledge of the work of Girlguiding and shared commitment to our values	D
Personal qualities	
Self-motivated and enthusiastic about contributing to the success of the team	E
Willingness to embrace new technologies, systems and processes	E
Able to handle challenging conversations effectively	E
Commitment to delivering excellent customer service	E

Employment details

Contract type

This is a permanent post for 28 hours per week (working pattern to be agreed with line manager). However, the post holder will at times be required to work additional hours - including evenings and weekends - for which time off in lieu (TOIL) will be available. Overtime is not paid.

Location

The Girlguiding Scotland team is currently working from home. When restrictions lift we will be flexibly based at Girlguiding Scotland HQ, 16 Coates Crescent, Edinburgh EH3 7AH. Occasionally you may be required to perform your duties from other Girlguiding premises within a reasonable travelling distance of this location.

Salary

£18,000-£20,000 per year pro rata (depending on experience)

Holiday entitlement

28 days' paid holiday per annum plus bank holidays (pro rata)

Probationary period

The post will be subject to a probationary period of 3 months

Criminal record check

Girlguiding Scotland is committed to safeguarding and promoting the welfare of children and young people. The successful candidate may be required to undertake appropriate criminal record checks.

How we value our people

Learning and development

We are committed to supporting our staff through a variety of methods including coaching, mentoring, e-learning, shadowing and individual courses.

Flexible working

We are committed to ensuring that our staff has a good work-life balance and offer a flexible working environment. This can be discussed with your line manager on an individual basis.

Contributory pension scheme

In addition to the government's auto enrolment pension, we offer a generous organisational pension.

Volunteering support

Staff who volunteer within Girlguiding are entitled to five days of paid volunteer leave a year.

Employee assistance programme

We have an employee assistance programme provided by Health Assured. It is free of charge and offers confidential, independent help, information and guidance to all employees and their immediate family 24 hours a day.

How to Apply

Please send your CV and a covering letter detailing why you are applying for this position and how your skills and experience meet the requirements of the position.

The closing date for applications is 5pm on Friday 15 October (please note, any application received after this time won't be accepted) and should be sent to: recruitment@girlguiding-scot.org.uk

Unfortunately we are unable to give feedback to applicants not shortlisted for interviews.