



## Volunteer role information

# Commissioner supporting commissioners

(Division commissioner, where the division and district structure exists)

### Why Girlguiding?

Join our 80,000+ volunteers and supporters already making a massive difference to girls and young women. Volunteer for us as a commissioner and you'll become an inspiring role model for our volunteers and young members and help empower the people you work with to be their best.

### Why do we love this role?

The unit meetings that girls go along to are at the heart of guiding. At these they get messy, make new friends and take part in activities and adventures to help them discover their potential. Our commissioners lead Girlguiding in their area, motivating and inspiring other local volunteers to make our meetings happen.

At Girlguiding we have different levels of commissioner. This role sits in the middle. You'll be supported by the county commissioner. And you'll support other commissioners who directly support our units. It's a fantastic opportunity to spot skills and support others to give something new a try.

You'll help take Girlguiding forward in your area, providing amazing opportunities for girls and young women. Being a commissioner is a unique opportunity to work with teams across your whole division. You'll help girls and volunteers develop their confidence and skills and give members a voice. You'll meet new people, challenge yourself and have fun with a team of skilled and knowledgeable people.

### Some of what you'll do:

You'll be encouraged to create a team to help share responsibilities. Each commissioner team divides up responsibilities a bit differently, depending on their skills and size. So the tasks you do might vary, but could include:

- Using your skills to build and lead a team who are motivated and inspired to support all volunteers, plus creating an open and supportive environment through regular communication. Making sure members in your team, and the wider area, feel valued and appreciated, including organising thanks and recognition events.
- Using strategic thinking to plan activity in your division.
- Supporting district commissioners to make sure that girls have the opportunity to take part in a high quality and varied programme, including adventures at home and abroad.
- Supporting district commissioners to make sure all members are welcome by building diversity and inclusion into everything you do, plus ensuring the volunteer recruitment process is working well and new volunteers get a warm welcome.

- Sharing best practice across your division on opening new units, supporting existing units to stay open and helping girls successfully move between sections.
- Making sure your team has access to learning and development opportunities, plus helping new leaders gain their leadership qualification by making sure they have the support they need and celebrating their achievements.
- Making sure volunteers in your area assess, document and work to minimise risks, keeping up to date with and following our policies and procedures and communicating these to others.
- Dealing with concerns about volunteers and safeguarding concerns in your area, plus supporting volunteers in your area to deal with complaints, and putting into practice any improvements needed as a result of a complaint.
- Being responsible for effective financial management and governance in your division, with your team's support, and being a trustee for your area.
- Representing and being the voice of your area at local meetings, plus being a local face of Girlguiding, including going to events and working with the local media to promote our aims and values.

## What training and support do you get?

- We'll give you a thorough induction to your role.
- You'll be able to join regular Association commissioner calls on Zoom. These will let you share challenges, questions and stories, and work together to find solutions.
- You'll have lots of training opportunities, including e-learning, face to face training and live online classrooms that you can do from home.
- You'll be part of a great support network with other commissioners and your division team and county team.
- We reimburse agreed expenses (agreed locally, so these may differ across Girlguiding).
- We have a clear complaints procedure and support to help sort out problems or disagreements.
- You'll get support from Girlguiding's assistance programme, which will help you manage your personal wellbeing (for British Girlguiding Overseas, please check with your chief commissioner).

Our website is full of information, tools and resources to help you in your role, including a dedicated [commissioner section](#).

## What qualifications do you need?

You don't need any specific qualifications or previous guiding experience to become a commissioner. We'll give you training as part of your role.

Two or more people can share this role, becoming joint commissioners. You can also appoint assistant division commissioners to support you. There are plenty of exciting and creative ways to split the role, based on your interests, skills and passions.

## What skills and attributes do you need?

Being a great commissioner involves lots of different skills, but some of the most essential are:

- ✓ People skills - being supportive, open, approachable and able to manage a variety of people
- ✓ Being able to deal with sensitive and confidential information
- ✓ Communication and listening skills - to problem solve and share ideas
- ✓ Ability to delegate and prioritise tasks - to effectively manage a team, recognising skills and development opportunities
- ✓ Time management skills - getting things done efficiently and planning for the future of your area

## Skills you'll gain:

Being a commissioner is a great opportunity to learn transferable skills that will be useful in other areas of your life and career. These could include:

- Effectively chairing meetings
- Knowledge of systems and data management
- Financial awareness and management
- People management

### A week in the life of...

As joint division commissioners, we support three district commissioners across the division, all of whom are extremely experienced and wise individuals. I've learned so much from our district commissioners and our division president in the short time I've been in this role. We ask the district commissioners what support they need, if any, to fulfil their roles, and we think of opportunities that the division could usefully offer. We're currently thinking about some new training offers, drawing on expertise at both county and district level.

We manage the division commissioner role between two and we agreed at the outset what kind of tasks and responsibilities we'd prefer and that play to our strengths. My co-commissioner is a whizz at chairing meetings but doesn't like conflict. We agreed that should the need arise, I will take the lead on managing situations where there is conflict. So far, fortunately, that hasn't been required! We have a shared inbox with a system of 'flags' so we know who will manage which tasks and who will respond to which emails. We've been in post for just over six months so are still finding our feet, and it's been a really positive experience.

### Quick requirement check

1. Disclosure check: **Enhanced**
2. A Safe Space Level: **1, 2, 3 and 4**
3. Attends meetings: **yes**
4. Length of term: **Three years  
(with the potential to extend for up to  
two further years by mutual agreement)**

We're keen to hear from volunteers of all backgrounds, abilities, races, sexual orientations, socio-economic backgrounds, and of all faiths and none. We're flexible, and volunteering can be arranged to fit around a busy lifestyle. We're committed to making reasonable adjustments to support disabled volunteers so they have access to the same opportunities and experiences as non-disabled volunteers.

Please note this is a volunteer role and does not form part of any contract of employment.