

**Application Information Pack
GO! Membership Support Adviser
12-week placement**

Introduction to Girlguiding UK

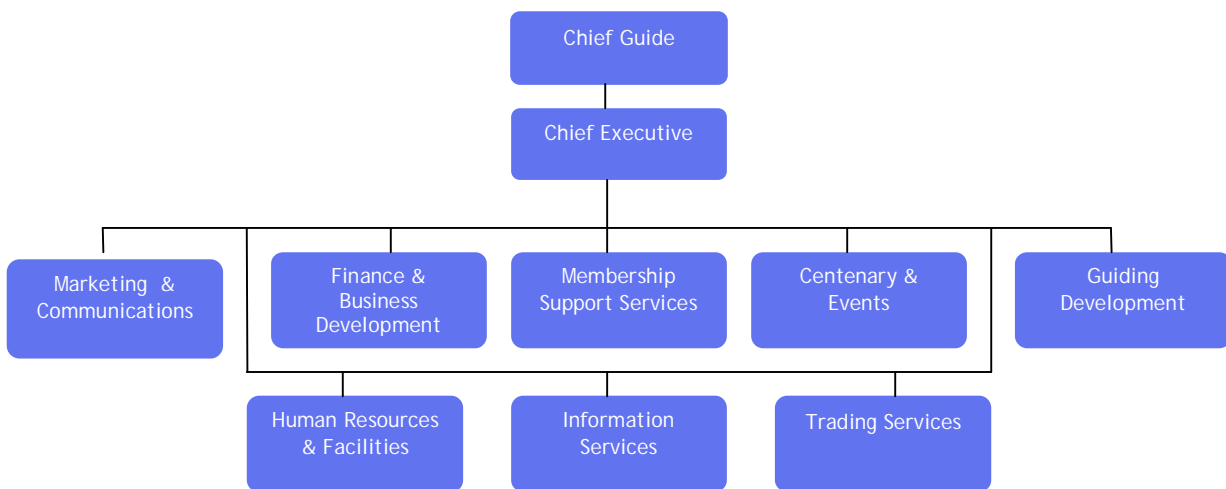
Thank you for your interest in the role of Go! Membership Support Adviser. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

Girlguiding UK

Girlguiding UK is the largest voluntary organisation for girls and young women in the UK, with more than half of the female population involved in guiding at some point in their lives. Through a range of exciting activities and challenges, we provide opportunities for our members to gain self-confidence and self-esteem within a safe, female-only space.

We have over 200 employees at our Commonwealth Headquarters in central London, Trading Services in Cheshire, and Training & Activity Centres throughout the UK.

Organisational Chart

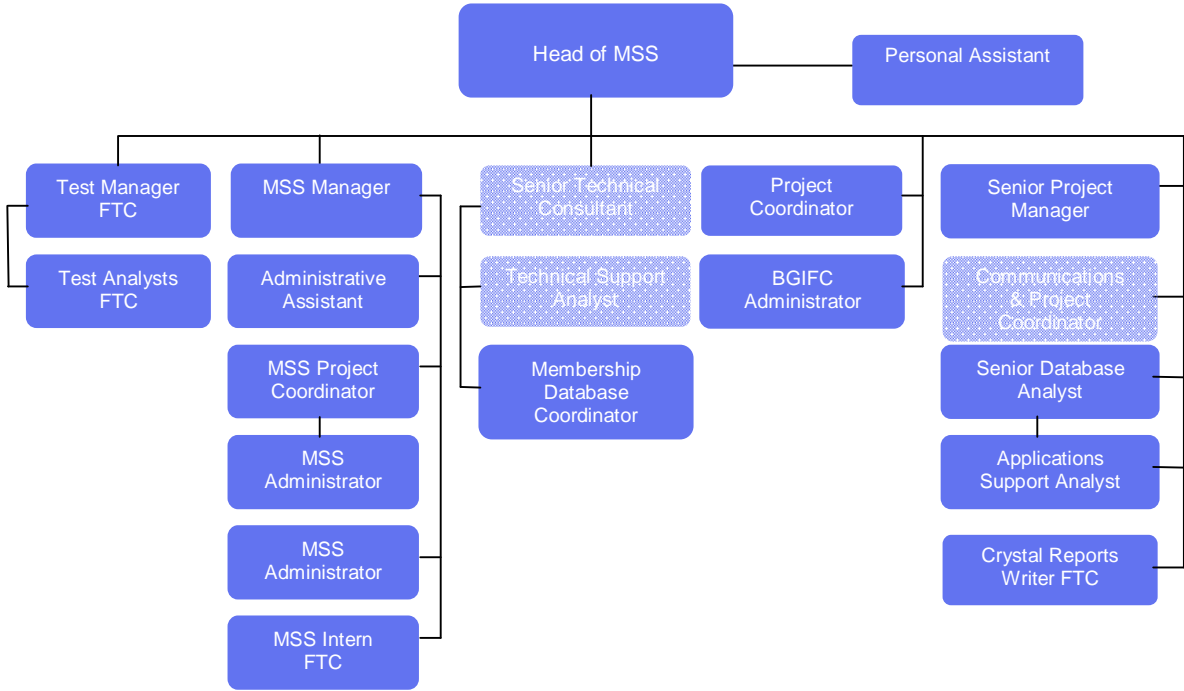


The role of Go! Membership Support Adviser

The role of Go! Membership Support Adviser is positioned within Membership Support Services and reports to the Senior Technical Consultant.

The Go! Membership Support Adviser will provide information and support to the Girlguiding UK membership on the functionality of the Go! database and will be responsible for answering any specific queries relating to the membership.

Finance & Business Development - Organisation Chart



The role of the Go! Membership Support Adviser

Applications

The closing date for applications is 19 March 2010. Please complete the Application Form and Equal Opportunities monitoring form and return either by post to Human Resources, Girlguiding UK, 17-19 Buckingham Palace Road, London SW1W 0PT or by email to HRvacancies@girlguiding.org.uk.

Candidates will be shortlisted on the basis of the application form. Those who are successful at this stage of the process will be invited to attend an interview.

Unfortunately we are unable to give feedback to those who are not shortlisted; however, we will, if required, provide feedback to those who have attended an interview.

Interviews

Interviews will be held in the week commencing after the closing date at Girlguiding UK, 17-19 Buckingham Palace Road, London SW1W 0PT.

Please note that it is not Girlguiding UK's policy to reimburse applicants in respect of travel expenses to attend interviews.

Job Description

Job Title: Go! Membership Support Adviser
Employment Type: Internship
Employer/Organisation: Girlguiding UK
Department: Membership Support Services

To provide Information and Support to the Membership on the functionality of the database Go!

Principal Responsibilities

1. To process email and telephone enquiries from the membership efficiently.
2. To log and record responses to membership enquiries.
3. To prioritise the work to keep within the service-level time frame for the handling of this work.
4. To work with other staff to ensure common trends are identified and escalated to direct future developments.
5. To understand and adhere to Data Protection and Girlguiding UK protocols around Go!
6. To ensure equality of opportunity is considered in order to increase access to the membership.
7. To contribute to the effective output of the team and the department as a whole.
8. To undertake any other duties as required which are compatible with this role.

This job may require working occasional evenings and weekends.

Person Specification

Person Specification - Go! Membership Support Adviser

A = Application Form I = Interview T = Test

| | Assessment | Essential, desirable |
|---|------------|-------------------------|
| Skills | | |
| Good keyboard skills - minimum of 35 wpm | T | Essential |
| Ability to deal effectively with staff and volunteers at all levels. | I | Essential |
| Good verbal communication skills (including telephone manner) | I | Essential |
| Good written communication skills (including minutes, letters and papers) | A, I, T | Essential |
| Computer literate with a working knowledge of MS Windows 6.0 (including Word, Excel, PowerPoint and Access) | A, I, T | Essential |
| Ability to work on own initiative | AI | Essential |
| Ability to organise own workload and achieve deadlines | A, I | Essential |
| Experience | | |
| Experience of data input | A, I, T | Essential |
| Experience of managing a high volume of repetitive tasks | A, I | Essential |
| Experience in customer service | A, I | Essential |
| | | |
| Experience of administration/office procedures | A | Essential |
| Experience of working in a team | A, I | Essential |
| Knowledge | | |
| Knowledge of guiding | A | Essential |
| Values | | |
| An understanding of working in an equal opportunity environment | I | Essential |
| A commitment to the aims of Girlguiding UK | I | Essential |

A = Application, T = Test, I = Interview

Terms & Conditions

Contract Type

This internship will be for a period of up to 12 weeks on a fixed-term contract.

Location

You will be based at Girlguiding UK, Buckingham Palace Road, London SW1W 0PT.

However, on occasions you may be required to perform your duties, on a temporary or permanent basis, from any other Girlguiding UK premises within a reasonable travelling distance of this location. You may be required to travel inside the UK on business of the Association.

Salary/Rate

Your salary will be £10,920 per annum (pro rata).

Working Hours

Normal hours of work are Monday to Friday 9am to 5pm with one hour for lunch. However, you may be required to work at times other than and in addition to your normal hours of work.

Probationary Period

The post will be subject to a probationary period dependent on the duration of the contract.

| Length of Contract | Probationary Period |
|--------------------|---------------------|
| Up to 3 months | 1 week |
| Up to 6 months | 1 month |
| Up to 9 months | 2 months |
| 12 Months plus | 6 Months |

Medical and Criminal Records Check

This post involves substantial access to young people and it is a requirement under The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you submit a disclosure application to the Criminal Record Bureau.

Employment is subject to satisfactory receipt of a medical and criminal records Bureau check. Upon successful appointment, you will be required to complete a medical questionnaire and criminal records check.

Terms & Conditions

Holidays

25 days' paid holiday pa plus bank holidays. This increases after 2 years' services as on 1 January to 26 days and then a further 1 day for every 2 years of service, up to a maximum of 30 days for 10 years' service and above. Holidays and bank holiday allowance will be pro-rata for part-time and fixed-term employees.

Notice Period

The minimum notice period required by both parties is as follows:

| Length of Contract | Notice |
|--------------------------------|---------|
| Fixed term up to 3 months | 1 week |
| Fixed term up to 6 months | 2 weeks |
| Fixed term up to 9 months plus | 4 weeks |

Benefits

Pension Scheme

Upon completion of 3 months' service you will be eligible to join the Girlguiding UK Group Personal Pension scheme. The scheme is contributory. Full details are available from Human Resources.

Interest-Free Season Ticket Loan

You may apply for a loan to assist you with your journey to work upon successful completion of the probationary period.

Simply Health

You will have access to a voluntary healthcare plan that provides cash to employees to cover the cost of everyday healthcare, dental and optical bills.

For more information regarding the employee benefits at Girlguiding UK, please refer to the Employee Benefits Guide in the benefits section of the website.