



**Application Information Pack
Membership Support Officer
Fixed Term Contract**

Introduction to Girlguiding UK

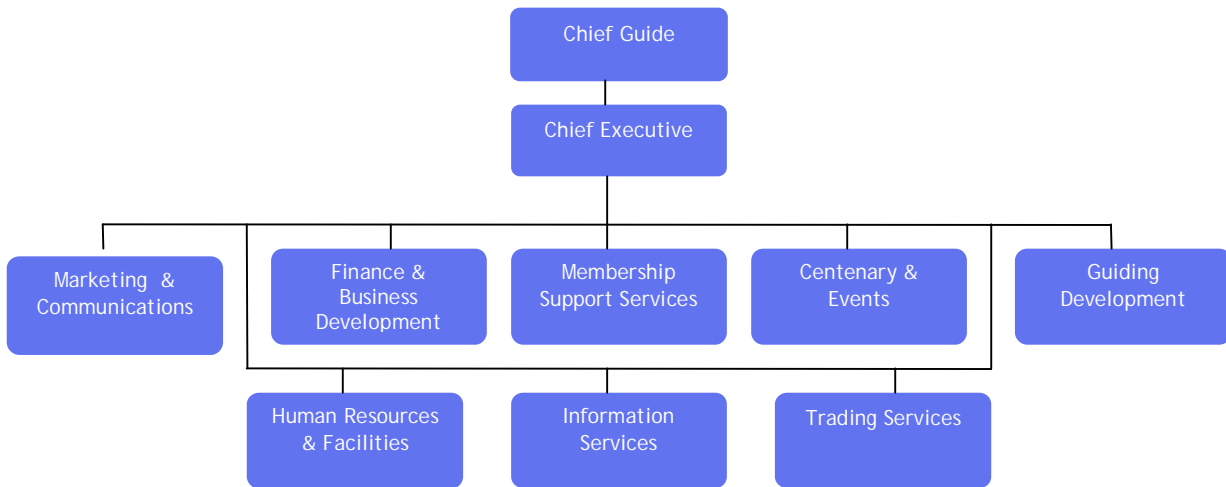
Thank you for your interest in the role of Membership Support Officer. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

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

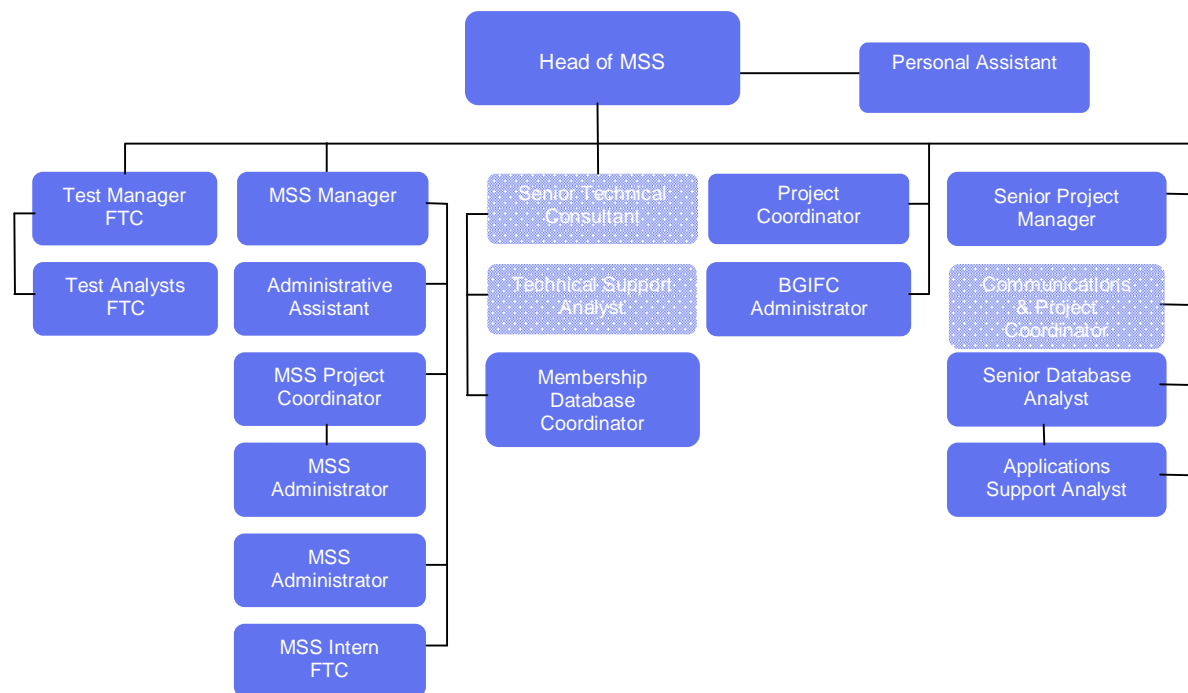


The role of Membership Support Officer

The role of Membership Support Officer is positioned within Membership Support Services and reports to the Head of Membership Support.

The Membership Support Officer will support, monitor and resolve enquiries from the membership and the general public, and deal with the compliments, grievances and complaints. You will develop a comprehensive log to monitor, evaluate and co-ordinate these enquiries, to identify issues that need to be improved and provide an organisational procedure for escalating issues.

Membership Support Services - Organisation Chart



The role of Membership Support Officer

Applications

The closing date for applications is 11 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 the week 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: Membership Support Officer	Reports to: Head of Membership Support
Department: Membership Support Services	
Overall purpose of job	
To support, monitor and resolve enquiries from the membership and the general public, and deal with compliments, grievances and complaints. To develop a comprehensive log to monitor, evaluate and co-ordinate these enquiries. To identify issues that need to be improved, and provide an organisational procedure for escalating issues.	

Main areas of responsibility
<p>Create and maintain a complaints and grievance policy.</p> <p>With the lead volunteer and in conjunction with the Safeguarding Task and Finish Group, create a more focused resource on complaint handling for District/Division Commissioners.</p> <p>With the lead volunteer and in conjunction with the County Commissioner Induction Pack Group help create a more focused resource on complaint handling for County Commissioners.</p> <p>Manage the complaints log, highlight areas of particular concern and make recommendations to the appropriate staff member to alleviate these concerns.</p> <p>Liaise with the Information Team and Country and Region offices to ensure best practice and that the agreed customer service levels are being achieved.</p> <p>Manage the complaints and compliments email account.</p> <p>Work with the Policy and Public Affairs team on providing statements to inform internal and external audiences on hot topics.</p>

Knowledge and skills
<p>Knowledge and understanding of standard complaints practices and procedures</p> <p>Knowledge and experience of guiding and communication systems</p> <p>Ability to handle complex enquiries and guide other members of staff and volunteers in their resolution</p> <p>Excellent written and oral language skills</p>

Job Description

Problem solving

Work with a complainant to ensure a satisfactory outcome for all parties
Discern a 'real' complainant from an individual's personal issues
Distinguish a general complaint from a safeguarding issue
Ensure all necessary parties are kept informed
Deal with complex enquiries and to develop a decision-making tree of communication to ensure these are correctly handled

Innovation

Create innovative communications to help membership understand the need to deal with complaints effectively and at local level
Ability to identify non-standard areas where dealing with complaints could be included in a non-threatening manner e.g. resources, trainings etc.
Work with Girlguiding UK's Countries and Regions to develop a central log
Implement new ways of working

Planning & decision-making

Think on their feet and give sound advice and guidance to volunteers, staff teams and external callers
Manage a changing workload to ensure that complaints receive priority
Deal with complex issues and use logical, methodical thought processes to resolve them
Implement an escalation plan when necessary

Interpersonal skills

Good customer care skills, including diplomacy and tact
Good written and verbal skills for all levels of guiding
Sound negotiation skills to facilitate meetings at all levels
Ability to provide statistics and monitor trends
Ability to work as part of a team and where necessary provide support in other areas of the team's work
Total confidentiality

People development and leading

Able to brief other members of the team to respond to complaints effectively when they are the first point of contact
Work with and advise the Information Team on how to record and handle difficult calls
Liaise with Country and Region offices to provide training on handling difficult situations and organisational procedures

Job Description

Monetary responsibility
Be accountable for expenditure in providing services that support the membership

Person Specification

Person Specification - Membership Support Officer

A = Application Form I = Interview T = Test

Criteria	Assessment	Essential or Desirable
Skills		
Good written communication skills including the ability to compose replies to concerns and complaints.	Application Form & Test	Essential
Good verbal communication skills.	Interview	Essential
The ability to work with staff and volunteers at all levels.	Application Form & Interview	Essential
The ability to network with other organisations to seek good practice from elsewhere and to initiate collaborative work.	Application Form & Interview	Essential
Computer literate with a working knowledge of the applications of Word for Windows, Excel and GO!.	Application Form & Test	Essential
Flexible attitude and willingness to work as part of a team.	Interview	Essential
Experience		
Awareness and experience of issues affecting girls, young women and the voluntary sector.	Application Form & Interview	Essential
Experience of dealing with difficult situations and customer care.	Application Form & Interview	Essential
Experience of managing and coordinating a number of projects at one time.	Application Form & Interview	Essential
Experience of office and/or project coordination	Application Form & Interview	Essential
Experience of the voluntary sector, preferably working with or as a volunteer.	Application Form & Interview	Desirable
Knowledge		
Knowledge of Girlguiding UK Policy and Position statements.	Application Form & Interview	Desirable
Knowledge of legislation affecting safeguarding, equality and youth participation.	Application Form & Interview	Essential
Values		
Commitment to the aims of Girlguiding UK.	Interview	Essential
Understanding of working in an equal opportunities environment.	Interview	Essential

Terms & Conditions

Contract Type

This role is on a fixed-term contract until February 2011.

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

In process of evaluation, the salary for this role is likely to be circa £18,910 per annum - TBC, plus a discretionary London Weighting allowance of £3,500 per annum.

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.