



**Application Information Pack
Receptionist
Six-Month Fixed-Term Contract**

Introduction to Girlguiding UK

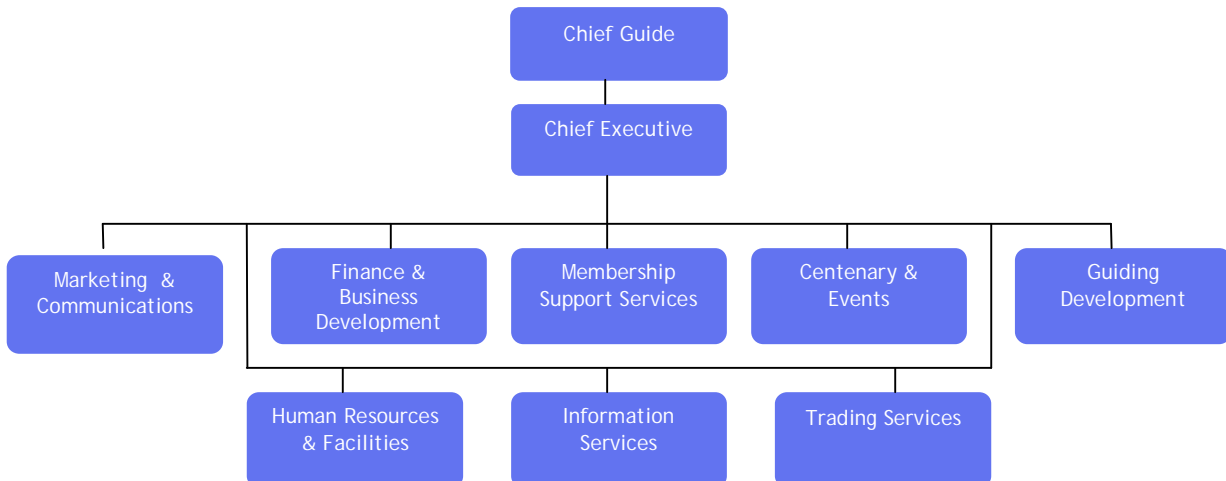
Thank you for your interest in the role of Receptionist. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

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.

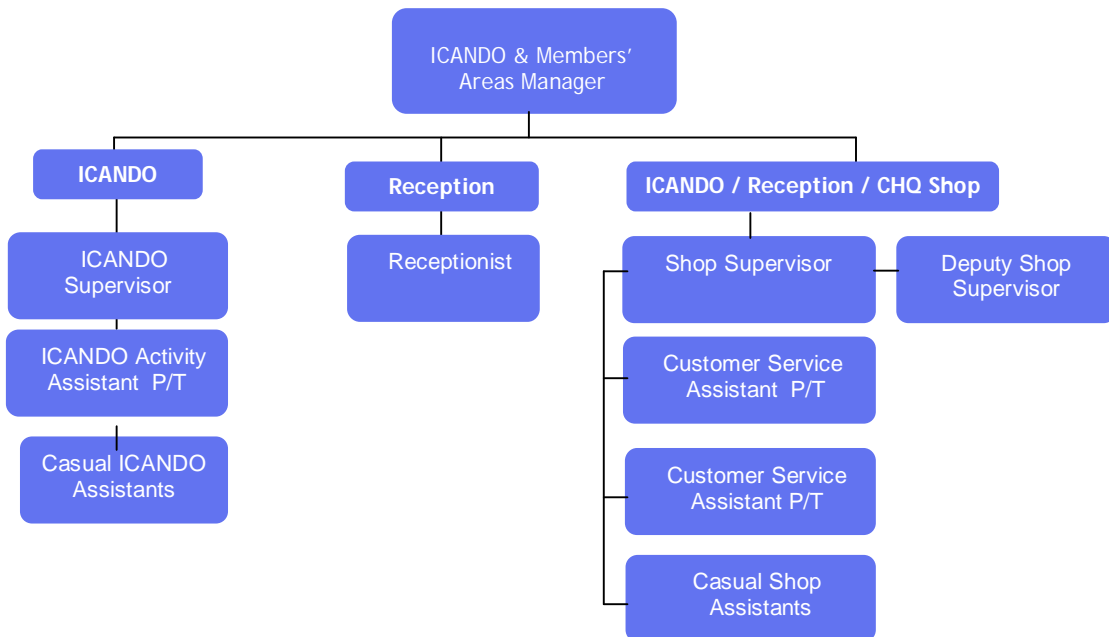
Organisational Chart



The role of Receptionist

The role of Receptionist and reports to the ICANDO & Members' Area Manager.

The main purpose of the role is to take responsibility for the day-to-day operation of the reception area and provide general information to our members and visitors efficiently and effectively. Please note we would consider both full-time and job-share applications.



Applications

The closing date for applications is 5pm on Monday 8 March 2010. Please complete the Application Form and Equal Opportunities monitoring form and return either by post to Human Resources at Girlguiding UK, 17-19 Buckingham Palace Road, London SW1W 0PT or by email to hvacancies@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 8 March 2010 at our office in Buckingham Palace Road, London. Please note that it is not Girlguiding UK's policy to reimburse applicants in respect of travel expenses to attend interviews.

Job Profile

Job Title: Receptionist
Reports to: ICANDO & Members' Areas Manager
Contract Type: Fixed term, full time or job share

Main Functions:

To take responsibility for the day-to-day operation of the reception area and provide general information to members and visitors efficiently and effectively.

Principal Responsibilities

- To operate the switchboard; meet and greet visitors; deal with deliveries; log keys and temporary passes for cleaning, contract and other staff; fax; prepare name labels and other procedures.
- To respond efficiently and professionally to customer enquiries by telephone and email.
- To make appropriate as to who to refer enquiries to and ensure that these are followed up.
- To have a good knowledge and understanding of departments and their role within the organisation.
- To develop positive relations with staff from all departments and support their work as appropriate.
- To prioritise tasks effectively as required.
- To assist with ongoing and event-related activities as required e.g. assisting with mail outs.
- To assist with more general ad hoc administration for the organisation as requested.
- To assist with enquiries about general insurance matters, liaising with Girlguiding UK's insurers as appropriate.
- To have up-to-date knowledge of Girlguiding UK, including girl programmes, support material, rules, regulations and current initiatives.
- To undertake any other duties as required which are compatible with this role.

Person Specification

Skills	Criteria	Assessment	Essential/ Desirable
	Excellent oral communication	Interview	Essential
	Good written communication	Test	Desirable
	Ability to deal professionally with 'difficult' callers	Interview / Test	Desirable
	Ability to develop professional relationships with staff and volunteers	Interview	Essential
	Ability to prioritise and work on own initiative	Interview / Test	Essential
Knowledge			
	MS Word, Excel and Access database	Interview / Test	Desirable
	Email	Interview/ Test	Essential
Experience			
	Working effectively in a customer-focused environment	Interview	Essential
	Answering a high volume of telephone enquiries	Interview	Essential
Values			
	An understanding of working in an equal opportunities environment and how this will impact on the role	Interview	Essential
	An understanding of and commitment to the aims of Girlguiding UK	Interview	Essential

A = Application Form I = Interview T = Test

Terms & Conditions

Contract Type

This post will be for a period of six months on a fixed-term contract with Girlguiding UK.

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

£13,708 per annum plus a discretionary London Weighting allowance of £3,500 per annum.

Working Hours

Normal hours of work are Monday to Friday 9am to 5.30pm (37.5 hours per week) 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

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	4 weeks

Girlguiding UK 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.