



Girlguiding UK
girls in the lead

**Application Information Pack
General Assistant
Fixed-term contract
Blackland Farm, Foxlease and Waddow
Summer Season 2012**

Introduction to Girlguiding UK

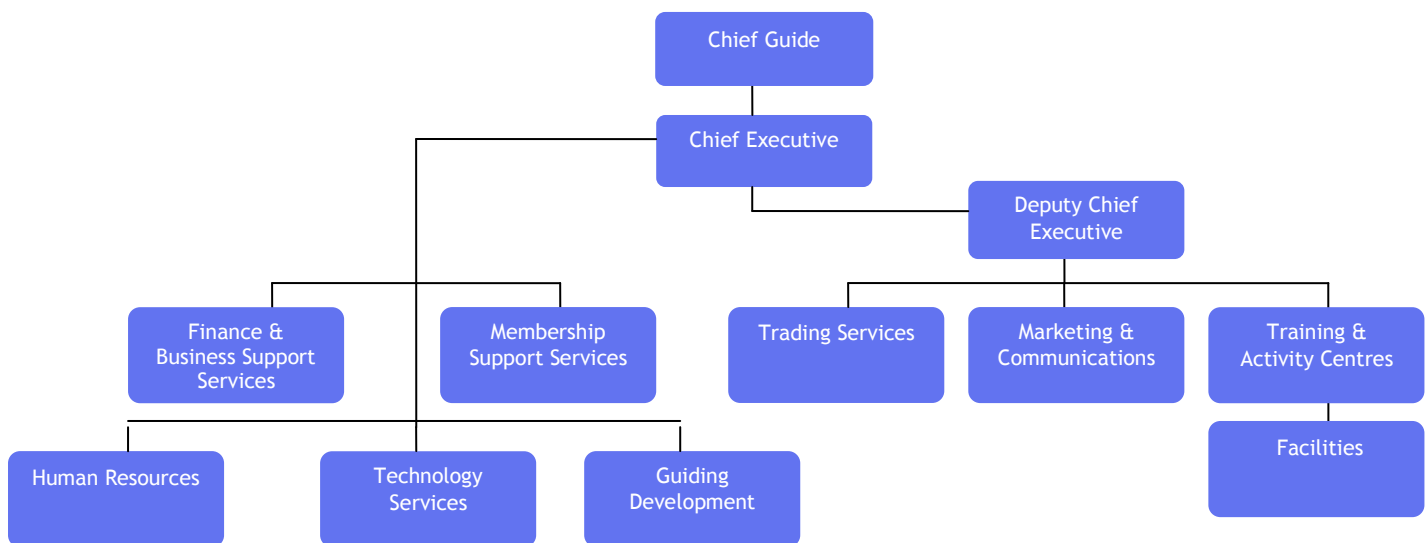
Thank you for your interest in the role of General Assistant at Blackland Farm, Foxlease or Waddow. This document provides information relating to the above vacancies and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

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 170 employees at our Commonwealth Headquarters (CHQ) in London, Trading Services in Cheshire, and at Training and Activity Centres (TACs) throughout the UK.

Organisational Chart



The role of the General Assistant

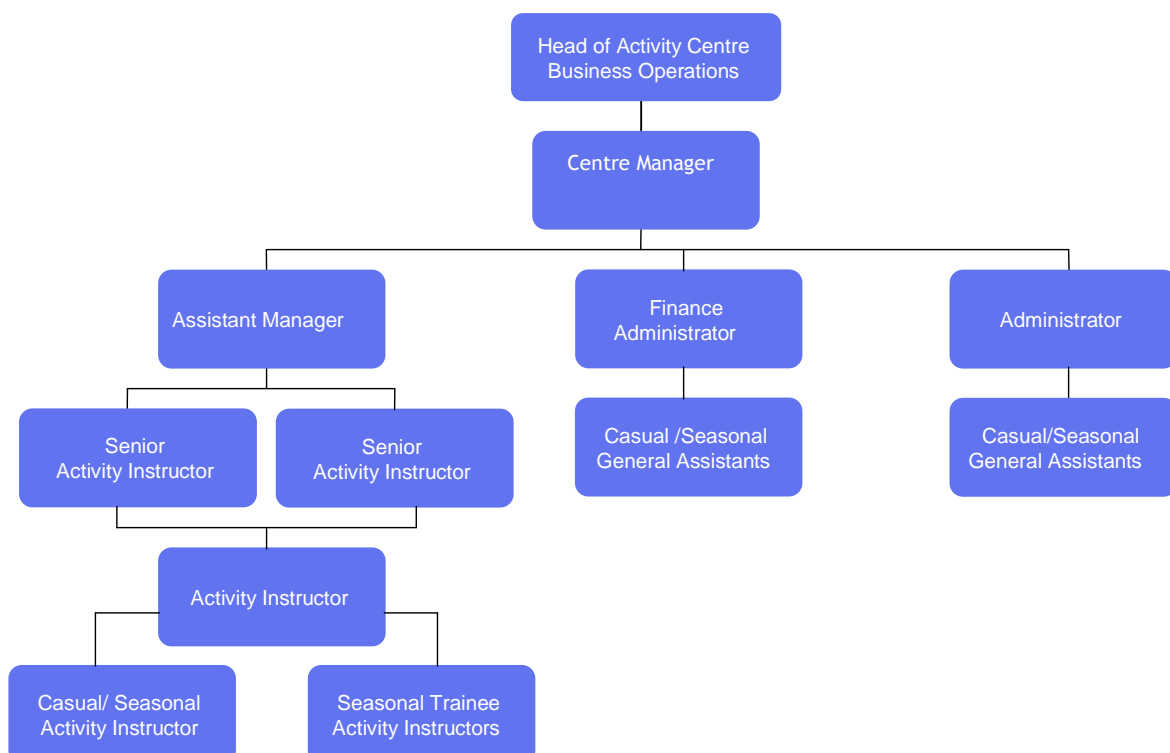
Girlguiding UK is currently recruiting for Seasonal General Assistants from March 2012 until October 2012 at three of our Training and Activity Centres - Blackland Farm (East Sussex), Foxlease (Hampshire) and Waddow (Lancashire) - and this role will report to the Assistant Manager of the chosen site.

The General Assistant will be responsible for monitoring camp and self-catering equipment; checking inventories and ensuring that equipment is stored appropriately and that it is fit for use in line with site guidelines; assisting in the delivery of conferences and events; servicing tables; and undertaking cleaning as required; as well as acting as a point of contact for self-catering and camping customers.

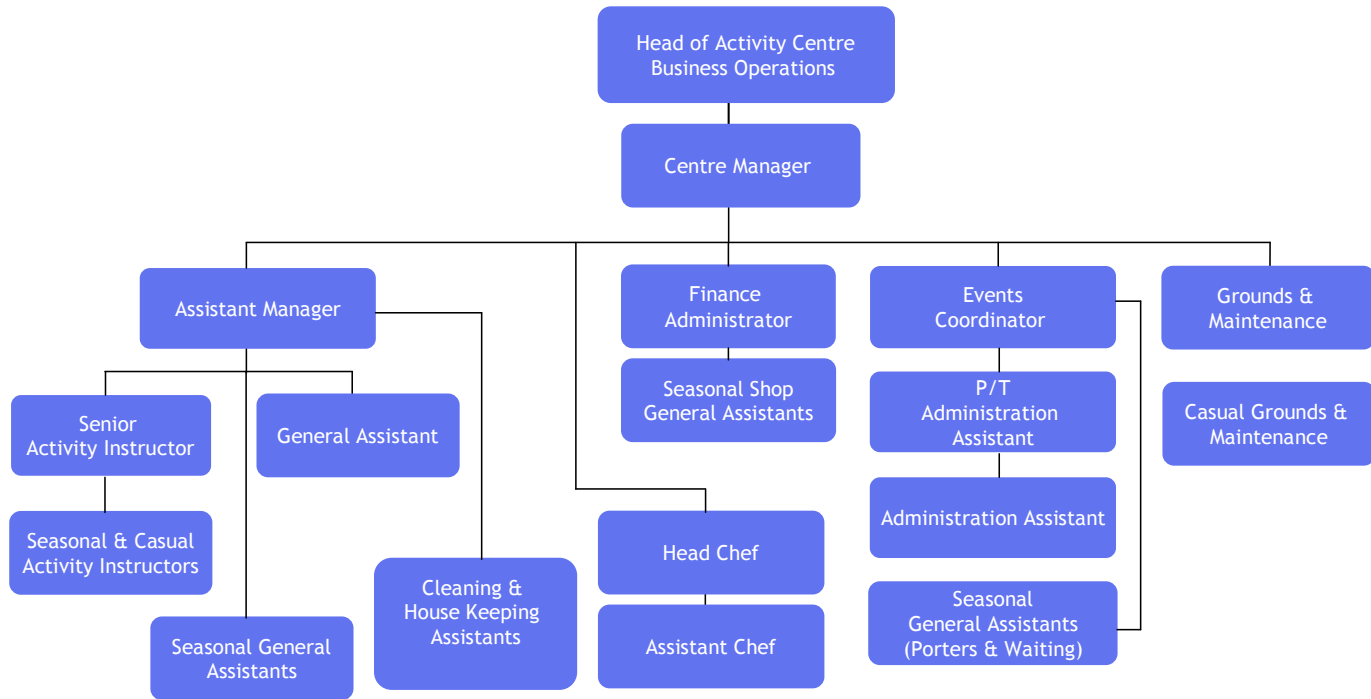
The successful candidate must have the ability to prioritise workload and complete tasks without constant supervision and work as part of a team and on their own initiative, as well as have the ability to use appropriate cleaning techniques for camp and self-catering equipment.

Please note that the core hours for the role are 20 hours per week and are flexible in line with the business needs of the centre. However, as our Training and Activity Centres are open seven days a week, the post holder may be required to work mornings, weekends and bank holidays.

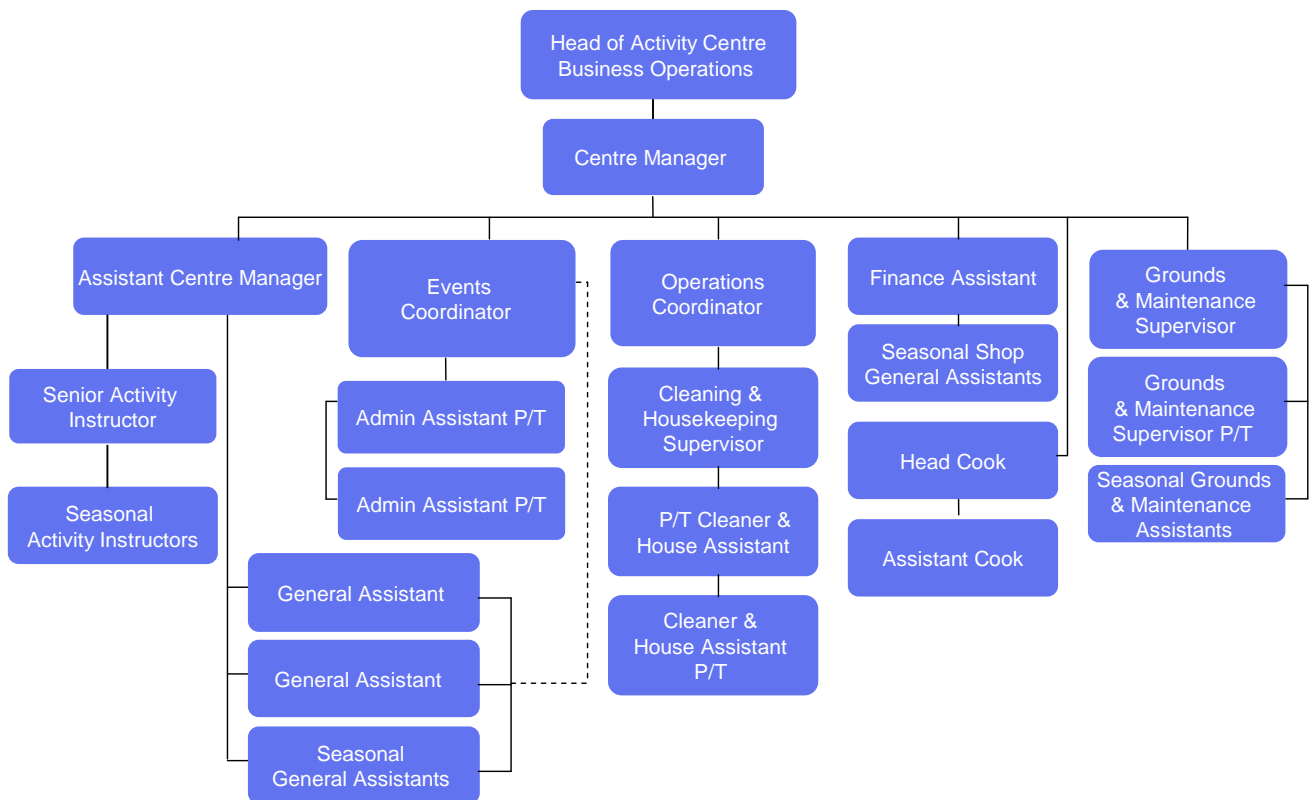
Organisation Chart - Blackland Farm



Organisation Chart - Foxlease



Organisation Chart - Waddow



Applications

Applications will be accepted until 31 March 2012. Please complete the application form and equal opportunities monitoring form and return them 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 confirmed at a later date.

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

Job Description

Basic job details	Grade: B Date Evaluated:
Job Title: General Assistant	Reports to: Assistant Manager
Department: Training and Activity Centre	

Overall purpose of job

To ensure the smooth operation and clean presentation of campsites and self-catering accommodation and their related facilities, maintaining equipment and greeting customers. Assisting in maintaining the cleanliness of the centre and helping customers as required.

Main areas of responsibility

- Undertake regular cleaning to ensure all campsites, equipment, camp buildings and related facilities are presentable and ready for use.
- To monitor camp and self-catering equipment, checking inventories and ensuring that equipment is stored appropriately and that it is fit for use in line with site guidelines.
- To clean and make basic repairs to camp and self-catering equipment.
- To greet customers and offer site tours to new arrivals.
- To act as a point of contact for self-catering and camping customers.
- To assist in the delivery of conferences and events, servicing tables and undertaking cleaning as required.
- To prepare laundry for collection by professional cleaners and launder those items that can be washed on site.
- To assist with cleaning and changeover in the main house (Foxlease and Waddow) as required.

Knowledge and skills

Knowledge of camping and the needs of a camper.

Able to use appropriate cleaning techniques for camping equipment.

Able to use appropriate cleaning techniques for self-catering equipment.

Knowledge of the principles of excellent customer service.

Problem solving

The post holder must demonstrate the ability to resolve general customer queries, referring complex queries or complaints to appropriate senior staff as necessary.

The post holder must be able to recognise when repairs are required to equipment or to facilities and pass this information on to appropriate staff members for action.

Innovation

The post holder is expected to follow set procedures, occasionally being required to find alternative ways of carrying out those tasks delegated to them by senior staff.

Planning & decision-making

The post-holder must demonstrate the ability to plan their time, ensuring that all tasks required of them are completed effectively and in line with guidelines provided.

Interpersonal skills

The job holder must demonstrate a commitment to customer service, providing standard information and guidance while remaining friendly and positive in a busy environment.

People development and leading

The post holder will assist casual staff in the absence of the Manager and Assistant Manager.

Monetary responsibility

The post holder has no monetary responsibility.

Additional information

The post holder will undertake any other duties which are commensurate with this role.

It is desirable for the post holder to hold a Girlguiding UK camping licence, or have the ability to achieve it within six months of the start date.

Person Specification

Criteria	Assessment	Essential or Desirable
Skills		
Good oral communication skills		Essential
Ability to prioritise workload and complete tasks without constant supervision		Essential
Ability to work effectively as part of a team and independently		Essential
Holds a current First Aid qualification		Desirable
Holds a full & clean driving licence		Desirable
Experience of		
Experience of working with volunteers		Desirable
Experience of cleaning in a customer-orientated environment		Desirable
Experience of Static camping and leading camps		Desirable
Knowledge of		
Good knowledge of cleaning techniques		Essential
Good knowledge of camping and the needs of the camper		Essential
Knowledge of customer care techniques		Desirable
General knowledge of relevant Health & Safety legislation		Desirable
Knowledge of the work of Girlguiding UK		Desirable
Values		
A commitment to the aims and values of Girlguiding UK		Essential
Understanding of working in an equal opportunities environment		Essential
Core Competencies		
Team Working		Essential
Customer Care		Essential

A = Application Form I = Interview T = Test

Terms & Conditions

Contract Type

This post is a fixed-term contract for 20 hours per week for a duration agreed by the Training and Activity Centre.

Location

You will be based at Girlguiding Blackland Farm, Grinstead Lane, East Grinstead, Sussex RH19 4HP, or Foxlease, Clay Hill, Lyndhurst, Hants S043 7DE, or Waddow, Clitheroe, Lancashire BB7 3LD.

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

You will be paid a salary of £6.28 per hour.

Working Hours

The core hours of this post are approximately 20 hours per week and are flexible and vary in line with the business of the Training and Activity Centre, but they will be worked over five/six days per week. As the Training and Activity Centres are open seven days a week, you may be required to work mornings, nights, weekends and bank holidays.

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

Holidays

25 days' paid holiday pa plus bank holidays. This increases after two years' services as on 1 January to 26 days and then a further one day for every two 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.

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 record disclosure check.

Terms & Conditions

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 and above	4 weeks

Benefits

Pension Scheme

Upon completion of three 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.

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.