



Girlguiding UK
girls in the lead

**Application Information Pack
Team Administrator
Fixed-term contract - Maternity Cover
six months**

Introduction to Girlguiding UK

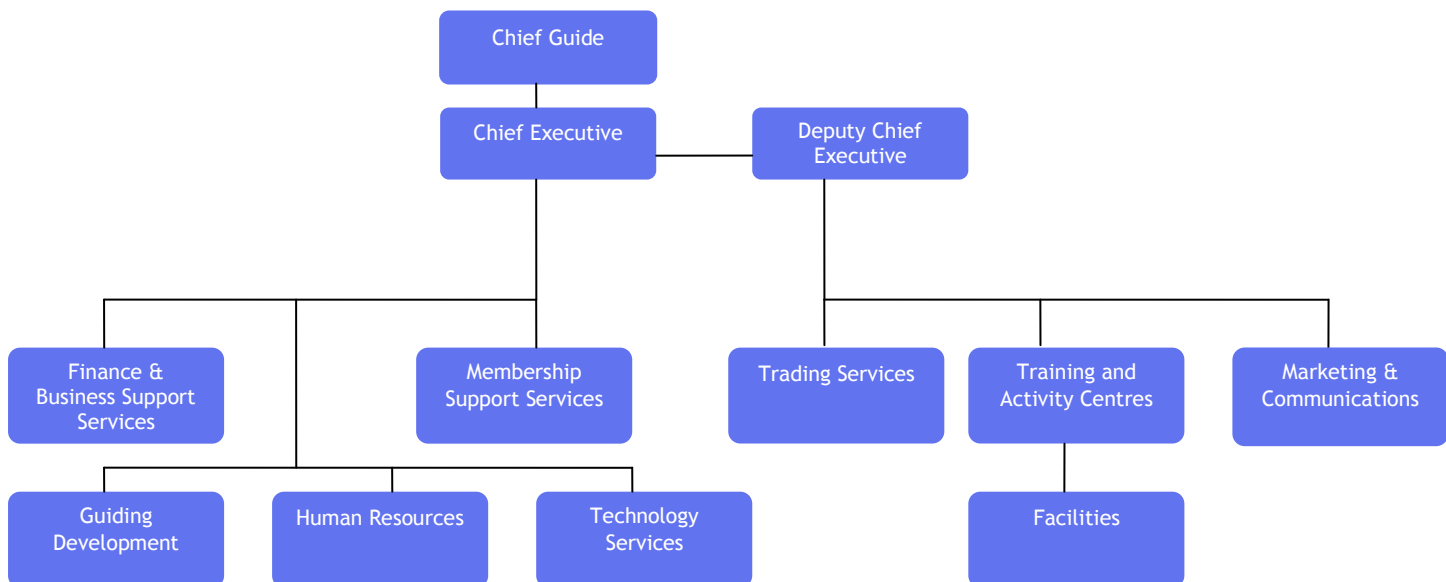
Thank you for your interest in the role of Team Administrator. This document provides information relating to the above vacancy and should be used for information purposes only. The information does not form part of the terms and conditions of employment.

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

Organisational Chart



The role of Team Administrator

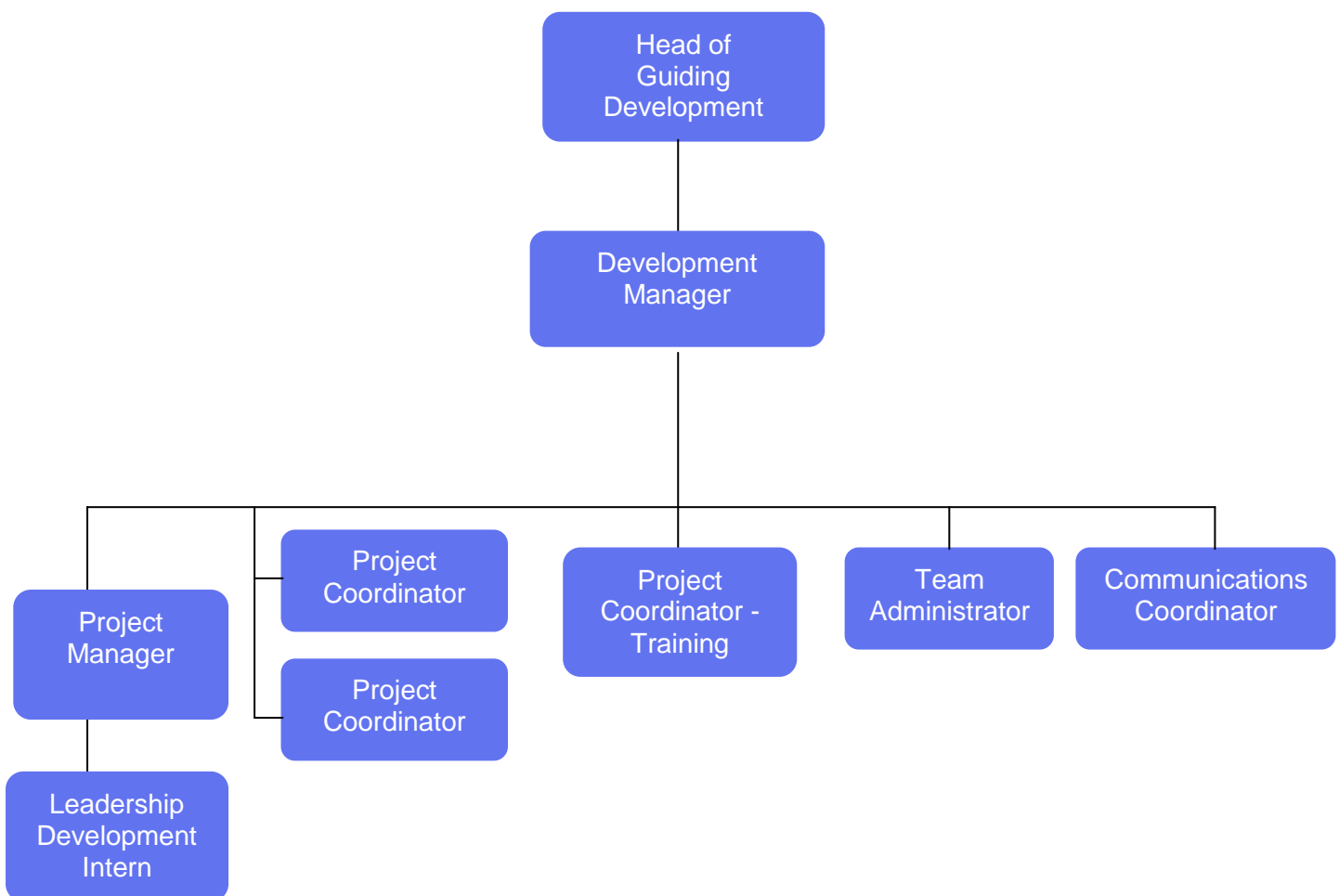
Girlguiding UK is recruiting a Team Administrator to work in our Leadership Development Team and report to the Development Manager.

The Team Administrator will be required to support team members with administrative support for projects and events, including making travel and accommodation arrangements, processing finance requests and booking venues. He or she will also prepare correspondence, reports, and other paperwork, take minutes for meetings, draft content for the website and field enquiries in the absence of team members.

The post holder must have working knowledge of Microsoft Office, including Word and Excel, excellent presentation and verbal communication skills, and experience of processing and monitoring financial information.

Due to the nature of the work, occasional weekend working will be required, occasionally at sites outside of London, for which time off in lieu will be taken.

Leadership Development - Organisational Chart



The role of Team Administrator

Applications

The closing date for applications is 21 February 2012. 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 27 February 2012 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

Basic job details	Grade: E
Job Title: Team Administrator	Reports to: Development Manager - Leadership
Department: Guiding Development	
Overall purpose of job	
To provide comprehensive administrative support to team members and volunteer groups as appropriate.	

Main areas of responsibility
<ul style="list-style-type: none">• To support team members with administrative support for projects and events. This will include responsibility for aspects such as making travel and accommodation arrangements, processing finance requests and booking venues and meeting rooms.• To update appropriate volunteer records on the Girlguiding UK membership database Go!.• To prepare correspondence, reports, and other paperwork, take minutes at meetings and draft content for the website when needed.• To field enquiries in the absence of team members, taking messages or dealing with enquiries where necessary.• To produce presentations, flyers, reports and other documents to specific deadlines.• To coordinate small projects as allocated by the Development Manager.• To undertake administrative work related to all the above areas in accordance with the CHQ policies and the ways of working.

Knowledge and skills
<ul style="list-style-type: none">• The post holder will require a good level of knowledge of the Girlguiding UK adult learning opportunities and qualifications that the team manages and develops.• To be able to work unsupervised on tasks allocated by the Development Manager or team members.• The job holder must be computer literate and able to effectively use Microsoft office programmes such as Word and Excel. He or she must be able to learn how to use Girlguiding UK's membership database Go!.

Problem solving

- To deal with a range of problems within the Programme and Events remit. Some may be complex and new to the team, whilst others may have established precedent in how to deal with them (e.g. difficulties with venue bookings, processing volunteer expense claims or difficulties in implementing a new process).
- To identify solutions and propose these to the relevant team member for agreement to take forward.

Innovation

- Innovation is required to deliver good-quality administrative support. This may be by improving existing processes or developing a new approach.
- The post holder will need to deal with a range of situations in which innovation is required will be within the scope of the administrative support.

Planning & decision-making

- The job holder will need to effectively plan his or her own workload to ensure that multiple tasks from across the team are completed within the agreed project timescales.
- Decision making will be needed to make the most effective use of resources (e.g. seeking quotes for venues, researching various travel options), and the post holder will be responsible for making those decisions in line with Association policies and procedures.

Interpersonal skills

- To develop and maintain relationships with key volunteers working with the team (e.g. Task and Finish group members, Guiding Development Committee members), supporting them as required and advising them of how to work within our policies and procedures (e.g. expenses policy, how we communicate with the membership).
- To foster good internal relationships, such as with colleagues in Training and Activity Centres, Trading Services and Finance.

People development and leading

- The post holder has no line management responsibility.
- The job holder will answer queries from members and colleagues, as well as working closely with interns to help them understand ways of working.

Monetary responsibility:

- The post holder will be responsible for processing invoices, expenses and incoming cheques, and monitoring expenditure against forecasts.
- From time to time the job holder may have responsibility for specific budget lines, dependant on the work allocated.

Additional information

Due to the nature of the work, occasional weekend working will be required, occasionally at sites outside of London, for with time off in lieu will be taken.

To undertake any other duties that may reasonably be required to fulfil the duties of this post.

Person Specification

Criteria	Assessment	Essential / Desirable
Knowledge		
Knowledge of Girlguiding UK	Application/ Interview	E
Knowledge of administration systems	Application	E
Knowledge of Girlguiding UK adult learning opportunities and qualifications	Application/ Interview	D
Experience		
Experience of the voluntary sector, preferably working with or as a volunteer	Application/ Interview	D
Experience of using large databases	Application	D
Experience of working effectively in a team	Application / Interview	E
Experience of monitoring and evaluating projects	Application	D
Responsibility for budgetary management (>5K)	Application/ Interview	D
Experience of processing and monitoring financial information	Application/ Interview	E
Skills		
Able to manage varied and complex tasks, resolving conflicting priorities	Interview	E
Skills in building positive relationships with all stakeholders and working with and relating to people at all levels	Interview	E
Computer literate, with a working knowledge of Microsoft Office and good keyboard skills	Application	E
Able to communicate effectively in writing through reports, support materials, correspondence and committee proposals	Application	E
Excellent verbal communication skills including presentation skills	Interview	E
Good numeracy skills	Application / Interview	E
Able to solve problems quickly and sensitively and find new solutions.	Application/ Interview	E
Values		
An understanding of working in an equal opportunities environment and its impact on this role	Application/ Interview	E
Flexible attitude to work	Application/ Interview	E
Commitment to the aims of Girlguiding UK	Interview	E

A = Application Form I = Interview T = Test

Terms & Conditions

Contract Type

This role will be for a period of six months on a fixed-term contract.

Location

You will be based at 17-19 Buckingham Palace Road, London SW1W 0PT

However, you will 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 £16,130.00 per annum, plus a London Weighting Allowance of £3,500 per annum (pro rata).

Working Hours

Normal hours of work are Monday to Friday 9am to 5pm with one hour for lunch. However, you will 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

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 may be required to submit a criminal record disclosure application.

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

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 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.

Terms & Conditions

Notice Period

During probationary period, the period of notice required is one week by either party and will be subject to four weeks' notice thereafter.

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.

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.