

Step by step guide for managing volunteer enquiries on GO

Updated May 2026



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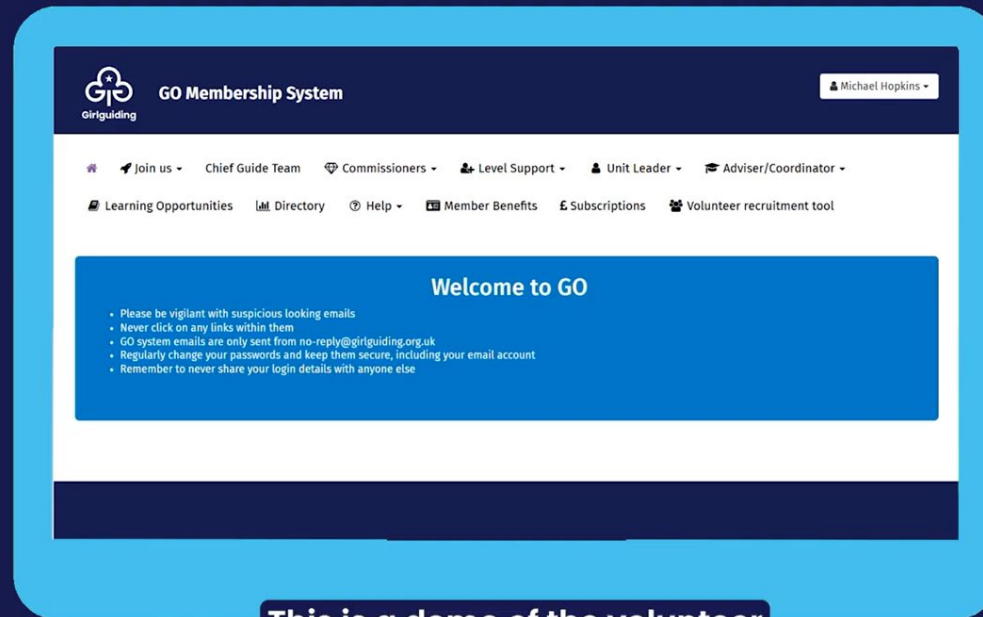
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How-to video for managing enquiries on GO



This is a demo of the volunteer enquiries tab on GO.

[Managing volunteer enquiries in GO: how-to guide \(opens YouTube\)](#)

Managing volunteer enquiries on GO



Our volunteer enquiries tab on GO

Volunteer enquiries

Volunteer enquiries in your area are shown below. **We recommend emailing, messaging or calling new enquirers within 7 days.** See our guidance on [welcoming new volunteers](#) on the Girlguiding website for template messages for responding to new enquiries and more information about talking to new volunteers and helping them find the right role for them.

Use this page to move enquirers through the initial stages of becoming a volunteer until they've decided which role they'd like. See the [managing volunteer enquiries helpfile](#) for more information about using this page and what the different stages mean.

Once you've confirmed their role, volunteers will move to the volunteer roles tab. You can also use the needs supervision tab to see their progress with recruitment checks.

Use the [volunteer recruitment tool](#) to create and update volunteering opportunities you want to advertise in your area.



Individual	Status Reason	Created On	Alternative Title	Level	Parent District	Parent Division	Actions
Test Enquirer	New Submitted	22/12/2025	Unit Administrator	1st GO product owner Rainbow Unit		GO Product Owner Division	
	Existing Submitted	16/12/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	
Test Volenquirer	Contacted	20/5/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	

Who can access our volunteer enquiries tab on GO?

Volunteers at county, district and division level with recruiter permissions on GO (commissioners and roles with level support access). They can view and manage volunteer enquiries for their level of guiding and below in this tab. E.g. counties can see enquiries in their county, divisions can see all in their division etc.

Roles able to manage volunteer enquiries

County level

- County commissioner
- County commissioner designate
- Assistant county commissioner
- County administrator
- County enquiry coordinator
- County GO coordinator
- County office member
- County secretary
- Deputy county commissioner

Division level

- Division commissioner
- Division commissioner designate
- Assistant division commissioner
- Division administrator
- Division secretary

District level

- District commissioner
- District commissioner designate
- District administrator
- District assistant
- District secretary

Which level of guiding are volunteer enquiries directed to and who gets notified?

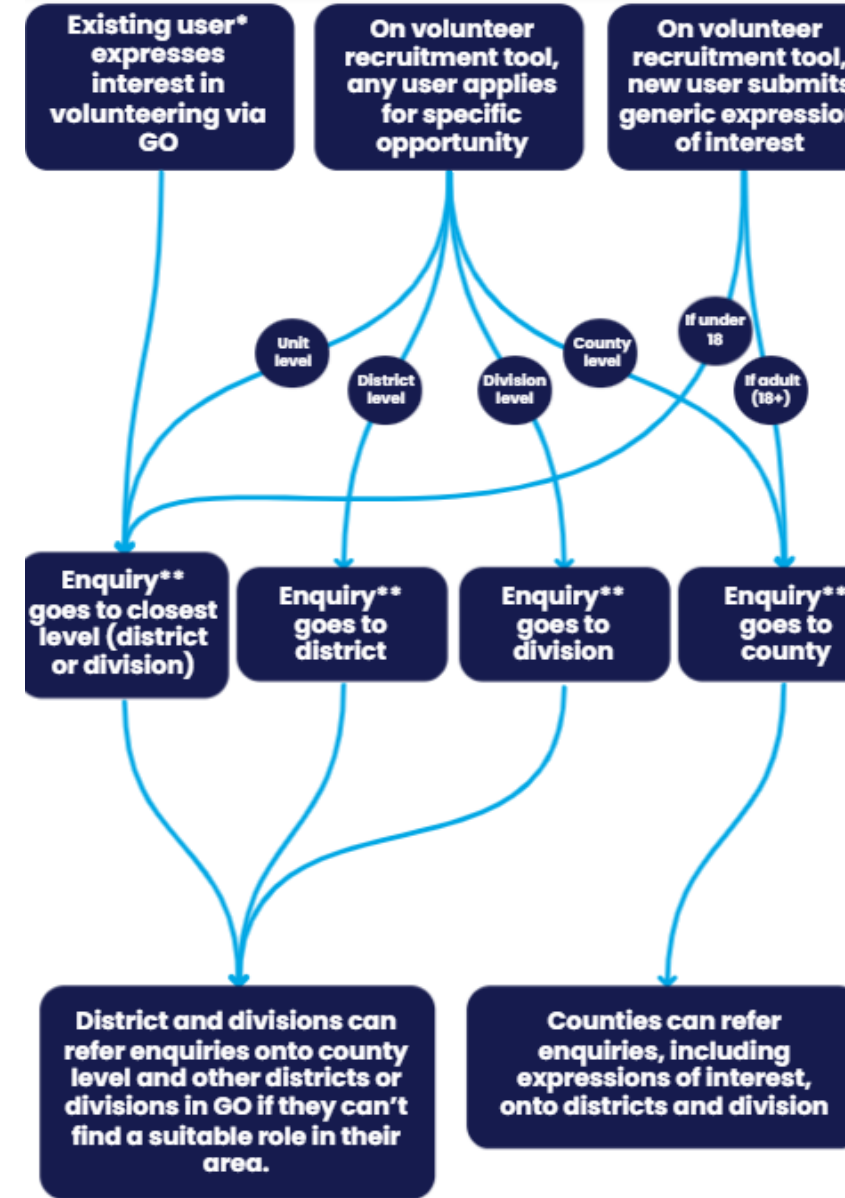
The level of guiding an enquiry is directed to in GO is dependent on several factors including

- If they're a new or existing user.
- How they applied.
- If they're over or under 18.

The flow chart to the right shows where different enquiries are directed to.

At all levels, the person assigned as the level main contact in GO will receive notifications about new enquiries. But anyone with recruiter access at that level will be able to view and manage the enquiry. To change the level main contact, select edit on the district/division/county details tabs on GO.

Note: Where enquiries are directed was updated when the volunteer recruitment tool launched to the public in January 2026.



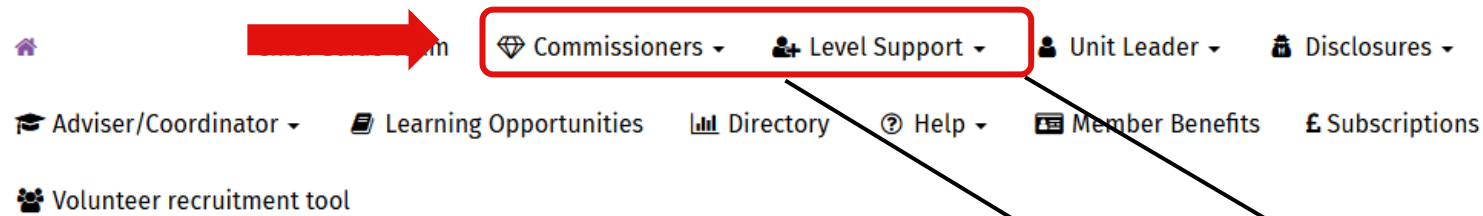
*An existing user includes current or previous volunteers, parents carers or young members.

**The main contact for each level receives the notification of a new enquiry. But anyone with recruiter access can view and manage the enquiry in GO.

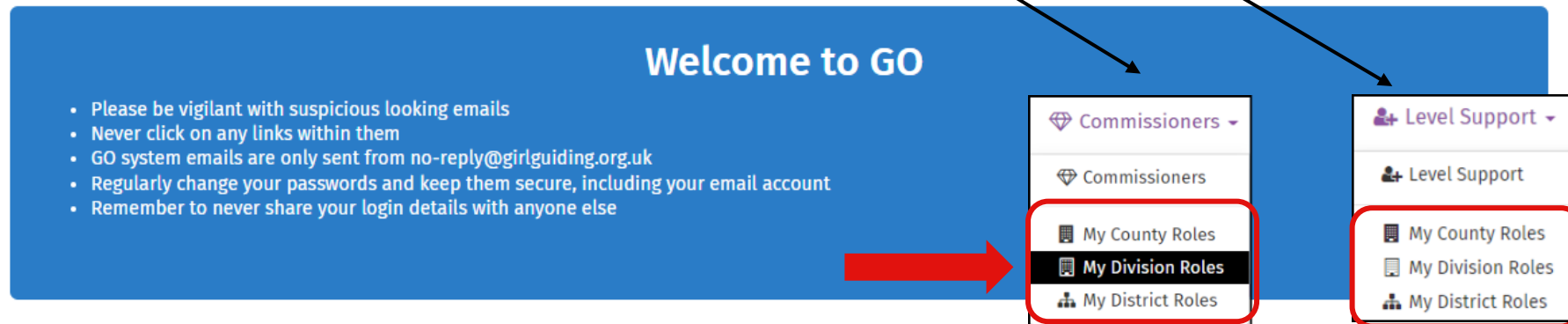
Where to access volunteer enquiries in GO

1. Log into GO.
2. Select the **Commissioners** or **Level Support** tab.
3. Select the relevant level from the drop down e.g. If you want to view enquiries for your district, select **My District Roles**.

Note: depending on your access level you may not see all the tabs below



Go to [00:28 of our how-to video \(opens Youtube\)](#) to watch how to do this.



Where to access volunteer enquiries in GO

4. This will open a list of any levels you have a role in e.g. the list of districts where you have a role. **Select the name of the area you want to see enquiries for.**

The screenshot shows the GO Membership System interface. At the top, there is a dark blue header with the Girlguiding logo and the text 'GO Membership System'. Below the header, there is a navigation bar with links for 'Level Support', 'Learning Opportunities', 'Directory', 'Help', and 'Member Benefits'. A 'Volunteer recruitment tool' link is also visible. Below the navigation bar, there is a breadcrumb trail: 'Home / Level Support / Districts'. The main content area is titled 'Districts' and contains a table with the following columns: Name, Level Number, Parent Level, Main Contact, Commissioner, Active Girls, Volunteers in this area (Main Role), No of Units, and Actions. The first row in the table is 'GO product Owner District', which is highlighted with a red box and a red arrow pointing to it. The data for this row is: Level Number: 100006034, Parent Level: GO Product Owner County, Active Girls: 0, Volunteers in this area (Main Role): 1, No of Units: 1.

Name ↑	Level Number	Parent Level	Main Contact	Commissioner	Active Girls	Volunteers in this area (Main Role)	No of Units	Actions
GO product Owner District	100006034	GO Product Owner County			0	1	1	

Go to [00:28 of our how-to video \(opens Youtube\)](#) to watch how to do this.

Where to access volunteer enquiries in GO

5. This will open a new page with details about the area of guiding you've selected e.g. Lanark District. Select **Volunteer Enquiries**. This will take you to the table of volunteer enquiries.

GO product Owner District

District Details Young Members Enquiries **Volunteer Enquiries** Volunteer Roles Needs supervision Previous members Awards Committees
Permits Event Planning Reports Learning Commissioner's Message Safe Practice Safer Guiding

District details

Parent Level: GO Product Owner County	Level number: 100006034	Commissioner: [Redacted]	Main Contact: [Redacted]
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Address: [Redacted] Email: [Redacted]
Telephone: [Redacted]
Website: [Redacted]
Date accounts last independently reviewed: [Redacted]
Registered charity number: [Redacted]

[Edit](#)

Units ▶
All levels ▶
All levels for closure ▶

Go to [00:28 of our how-to video \(opens Youtube\)](#) to watch how to do this.

Managing enquiries: the volunteer enquiries table

Once you've selected volunteer enquiries, you'll see a table showing all volunteer enquiries in your area who don't yet have a confirmed role. See the text below for explanation of what information is in each column.

Go to [01:29 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Status reason shows the stage the enquiry is at. This will either be

- **New submitted** when an enquiry is received from someone who is new to volunteering with Girlguiding including parents/carers of young members enquiring to volunteer for the first time (and they haven't yet been marked as contacted).
- **Existing submitted** when an enquiry is received from someone who is already or has been a Girlguiding member in the past e.g. previous or existing volunteers returning or moving, or young members wanting to volunteer (and they haven't yet been marked as contacted).
- **Contacted** once you've used the mark as contacted action after making the first attempt to get in touch. You don't need to wait for them to reply. See [slide 20](#) for how to do this.

Individual	Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
Test Enquirer	New Submitted	22/12/2025	Unit Administrator	1st GO product owner Rainbow Unit		GO Product Owner Division	
	Existing Submitted	16/12/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	
Test Volunteer	Contacted	20/5/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	

Created on shows the date the enquiry was submitted

Alternative title shows the title of the opportunity that the enquirer applied for on the volunteer recruitment tool. E.g. **unit administrator**.

Individual shows the name of the person enquiring. **Note:** clicking on an enquirer's name will open the Confirm role action. Only use this when you're ready to confirm them in their role. To see more information about an enquirer, use the actions menu (see [slide 17](#) for how to do this).

- If the enquirer didn't apply for a specific opportunity
- For adults new to Girlguiding this will show **expression of interest**
 - For adults with a GO account already this will show **volunteer enquirer**
 - For under 18s this will show **young volunteer enquirer**.

Managing enquiries: the volunteer enquiries table

Level shows the level of guiding the enquiry was submitted to.

For example, if an enquiry was for an opportunity based in a unit, it would say the unit name. If an enquiry was for a division based role it would say the division name.

Go to [01:29 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Individual	Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
Test Enquirer	New Submitted	22/12/2025	Unit Administrator	1st GO product owner Rainbow Unit		GO Product Owner Division	
	Existing Submitted	16/12/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	
Test Volenquirer	Contacted	20/5/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	

The **search bar** can be used to filter the table and find specific enquiries. See [slide 15](#) for how to do this.

Clicking the **actions** dropdown next to an enquiry will bring up a menu of actions for managing the volunteer enquiry. See [slides 16-25](#) for more information about using each action.

Parent district or Parent division shows the district and/or division above the enquiry's current level, if applicable.

Viewing enquiries: sorting

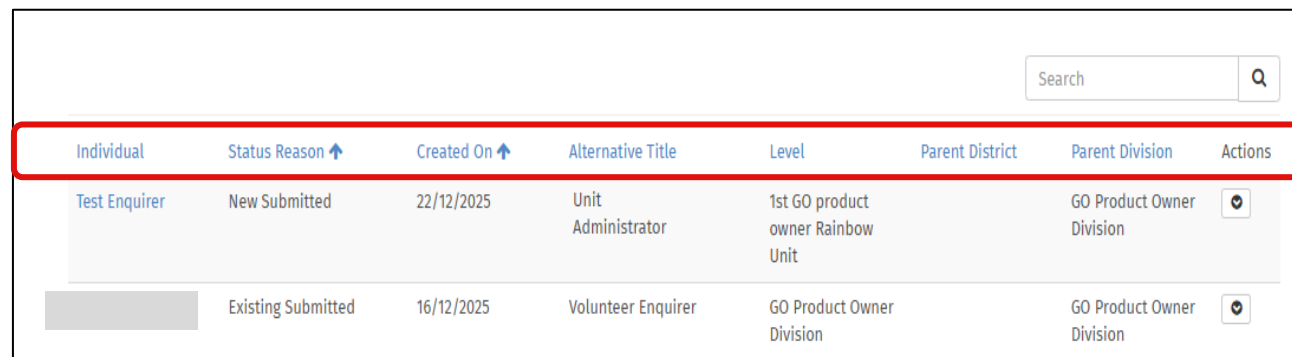
You can sort the table to make it easier to manage enquiries. The table can be sorted based on any of the blue column headings.

Go to [03:33 of our how-to video \(opens YouTube\)](#) to watch how to do this.

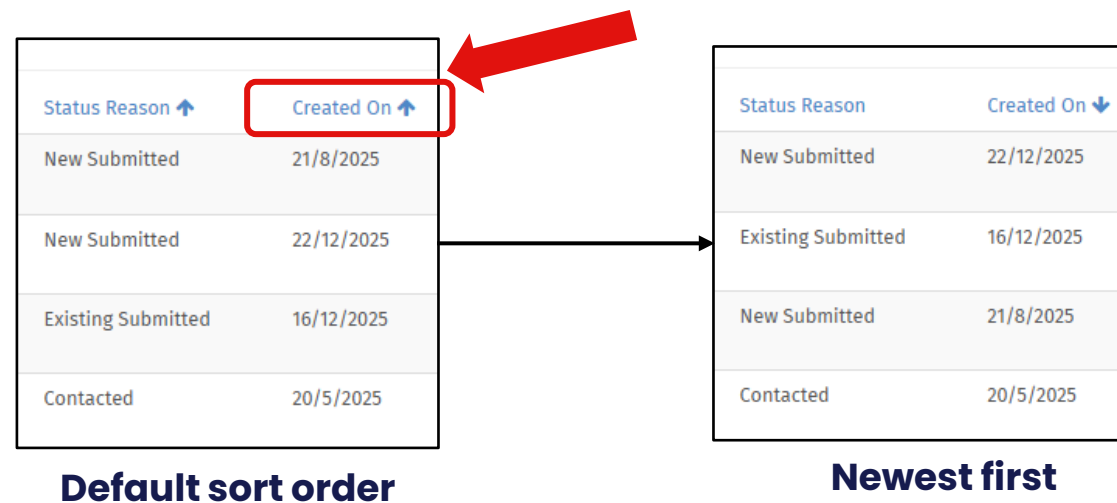
When you login and navigate to the tab, by default, the table will be sorted by **status reason** to show new submitted enquiries at the top, followed by existing submitted enquiries and then contacted enquiries. Within each status reason, the enquiries with the oldest created on date are at the top.

You can click on a column heading to sort the table based on that column. Click it a second time to reverse the order.

For example, to see the most recent enquiries at the top of the table, whatever their status, click the **Created on** column heading to sort from newest to oldest. Clicking the **Created on** column again will reverse the order and show oldest to newest.



Individual	Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
Test Enquirer	New Submitted	22/12/2025	Unit Administrator	1st GO product owner Rainbow Unit		GO Product Owner Division	
	Existing Submitted	16/12/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	



Status Reason ↑	Created On ↑
New Submitted	21/8/2025
New Submitted	22/12/2025
Existing Submitted	16/12/2025
Contacted	20/5/2025

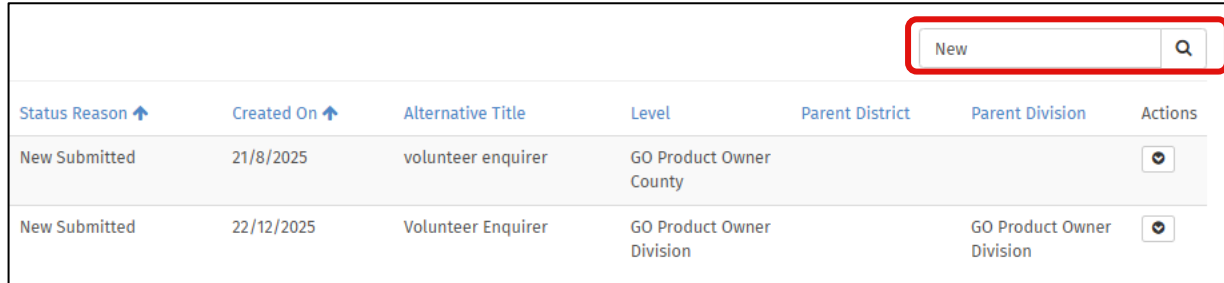
Default sort order

Status Reason	Created On ↓
New Submitted	22/12/2025
Existing Submitted	16/12/2025
New Submitted	21/8/2025
Contacted	20/5/2025

Newest first

Viewing enquiries: searching

You can use the search box above the table to filter enquiries that match a word or phrase and make it easier to find specific enquiries.



Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
New Submitted	21/8/2025	volunteer enquirer	GO Product Owner County			
New Submitted	22/12/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	


Example 1: Search *new* to show new submitted enquiries



Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
New Submitted	21/8/2025	volunteer enquirer	GO Product Owner County			

Example 2: Search **County* to show enquiries at County level

Go to [03:33 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Enter the word you'd like to search in the box and click the search icon  to search. The table will then show any enquiries which contain an entry starting with the word you've searched.

For example:

- Entering and searching 'new' will filter the table to show new submitted enquiries
- Entering and searching an individual's first name e.g. 'Molly' will filter the table to show enquiries with that first name
- Entering and searching the name of a specific opportunity title that's listed on the volunteer recruitment tool e.g. 'County treasurer in Bedford' will filter the table to show enquiries specifically for that opportunity
- Entering and searching a unit name e.g. '1st Brickhill Brownie unit' will filter the table to show enquiries for opportunities based in that unit. **Note:** Make sure to search Brownie not Brownies and similar for other sections e.g. Rainbow not Rainbows

To search and filter using a word which doesn't appear at the start of a table entry e.g. an individual's surname or to show enquiries at county level, enter * followed by the word you'd like to search. E.g. *Smith or *County

To **remove a search filter**, delete any text in the search bar and click the search icon again.

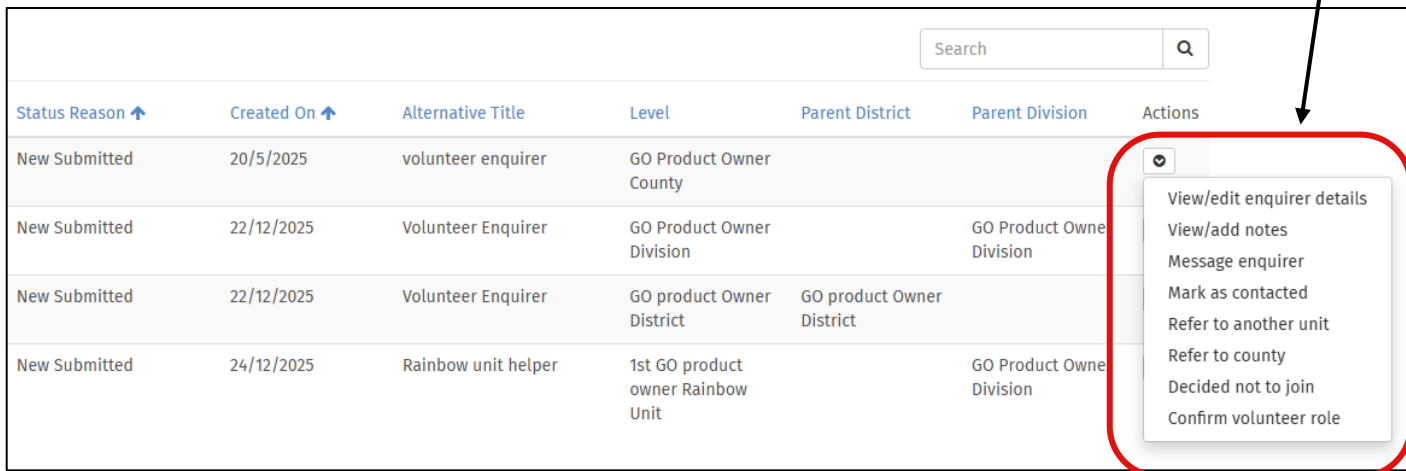
Managing enquiries: using different actions

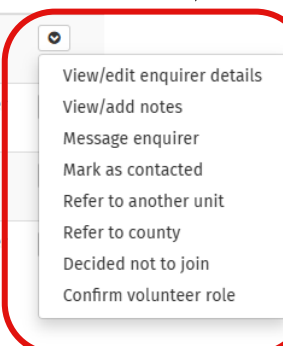
You can use the actions column on the volunteer enquiries table to view or update information about an enquiry, move the enquirer through the enquiry process or pass them onto another area or level of guiding if appropriate (e.g. there isn't a suitable role in your area).



Individual	Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
Test Enquirer	New Submitted	22/12/2025	Volunteer Enquirer	1st GO product owner Rainbow Unit		GO Product Owner Division	

Step 1: To do this, click the **actions** button next to the enquiry you want to view or update.



Status Reason ↑	Created On ↑	Alternative Title	Level	Parent District	Parent Division	Actions
New Submitted	20/5/2025	volunteer enquirer	GO Product Owner County			
New Submitted	22/12/2025	Volunteer Enquirer	GO Product Owner Division		GO Product Owner Division	
New Submitted	22/12/2025	Volunteer Enquirer	GO product Owner District	GO product Owner District		
New Submitted	24/12/2025	Rainbow unit helper	1st GO product owner Rainbow Unit		GO Product Owner Division	

- View/edit enquirer details
- View/add notes
- Message enquirer
- Mark as contacted
- Refer to another unit
- Refer to county
- Decided not to join
- Confirm volunteer role

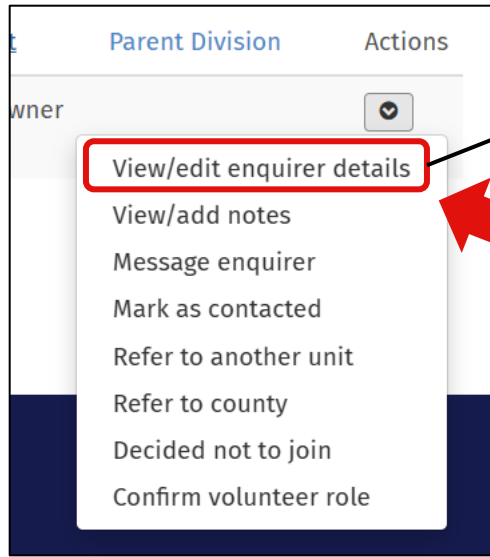
Step 2: This will open a dropdown menu of actions that you can select from. See the following slides for more information about using each action.

Go to [05:52 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Actions: view/edit enquirer details

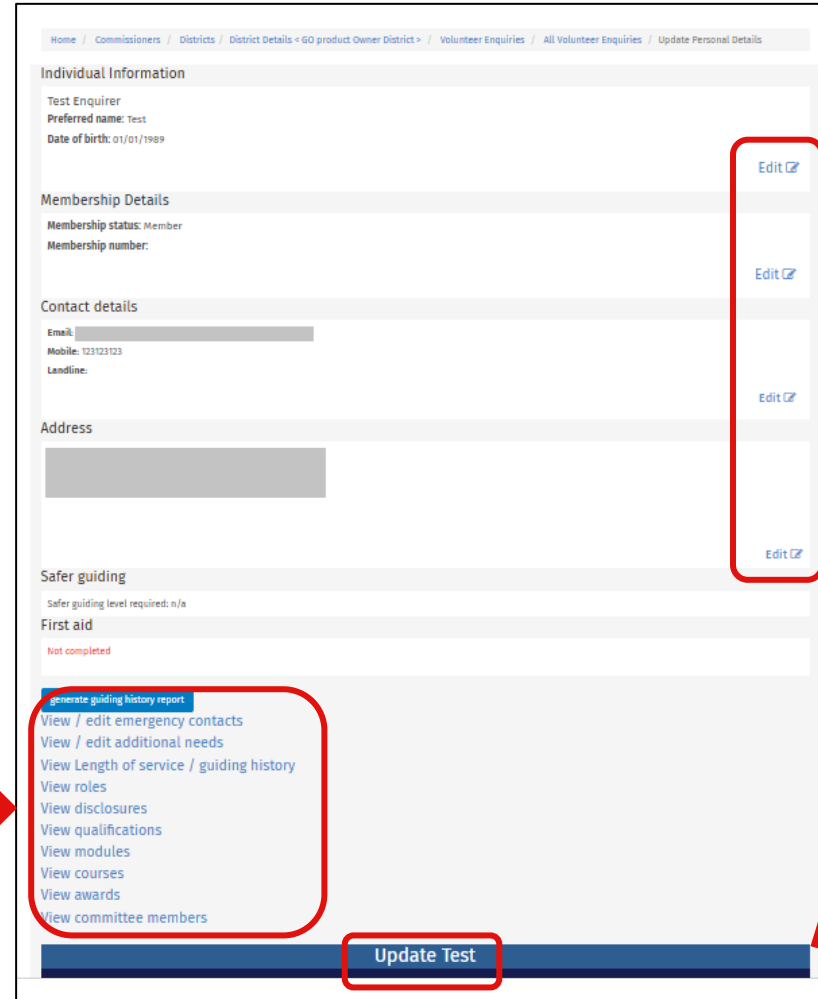
You can use the **view/edit enquirer details** action to view and update information about the enquirer, including their contact details, address, and emergency contact information. You can also see details of their recruitment checks, training and Girlguiding membership. This is the same as the 'edit individual' action on the volunteer roles tab.

Step 1: Click the actions dropdown next to the enquirer you want to view details for. Then click view/edit enquirer details:



Go to [06:15 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Click on any section heading to show more information



Step 2: This will open a page showing personal details for the enquirer:

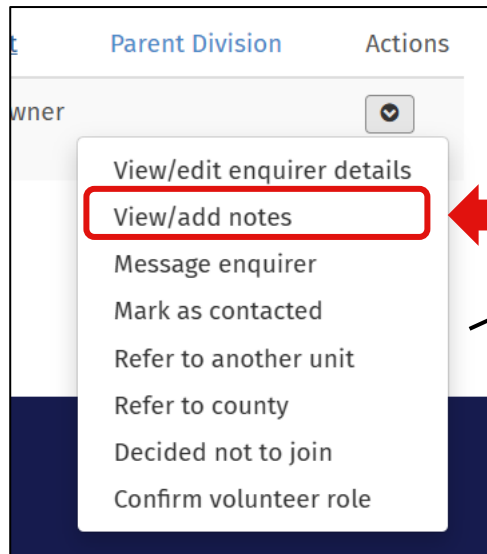
Click on the **Edit** button next to a section to add to or change the information

Once you've finished making changes, click the blue **Update [name]** box to save your changes and return to the volunteer enquiries tab

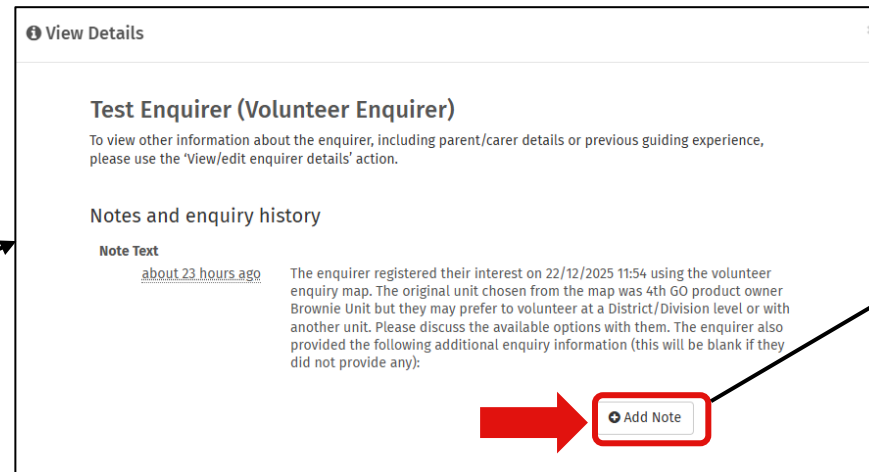
Actions: viewing and adding notes

You can use the view/add notes action to view and add notes about the enquiry. We'd recommend using notes for short updates that would be helpful for other volunteers or staff looking at the enquiry e.g. recording details of attempts to contact the enquirer. Notes won't automatically say who's left them, so you may want to include your initials/role at the end. Any notes you add will be visible to anyone else with access to the enquiry. **Please do not include personal contact details in notes.**

Step 1: Click the actions dropdown next to the enquirer you want to view notes for. Then click view/add notes:

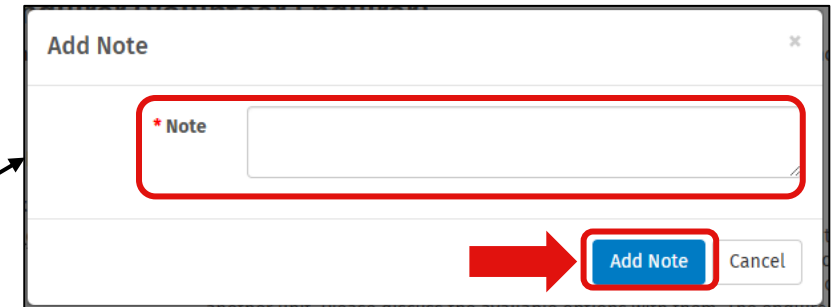


Step 2: This will open a list of notes for the enquiry. Some notes are created automatically when the enquiry is created or referred to a different level.



Step 3: To add a new note, click the **Add note** button.

Step 4: This will open a new popup window. Type what you would like to add into the **Note** box and then click the blue **Add note** box when you're ready to save it.

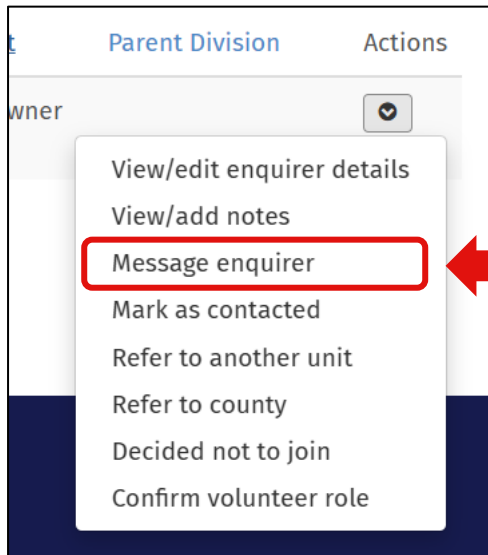


Go to [06:46 of our how-to video \(opens YouTube\)](#) to watch how to do this.

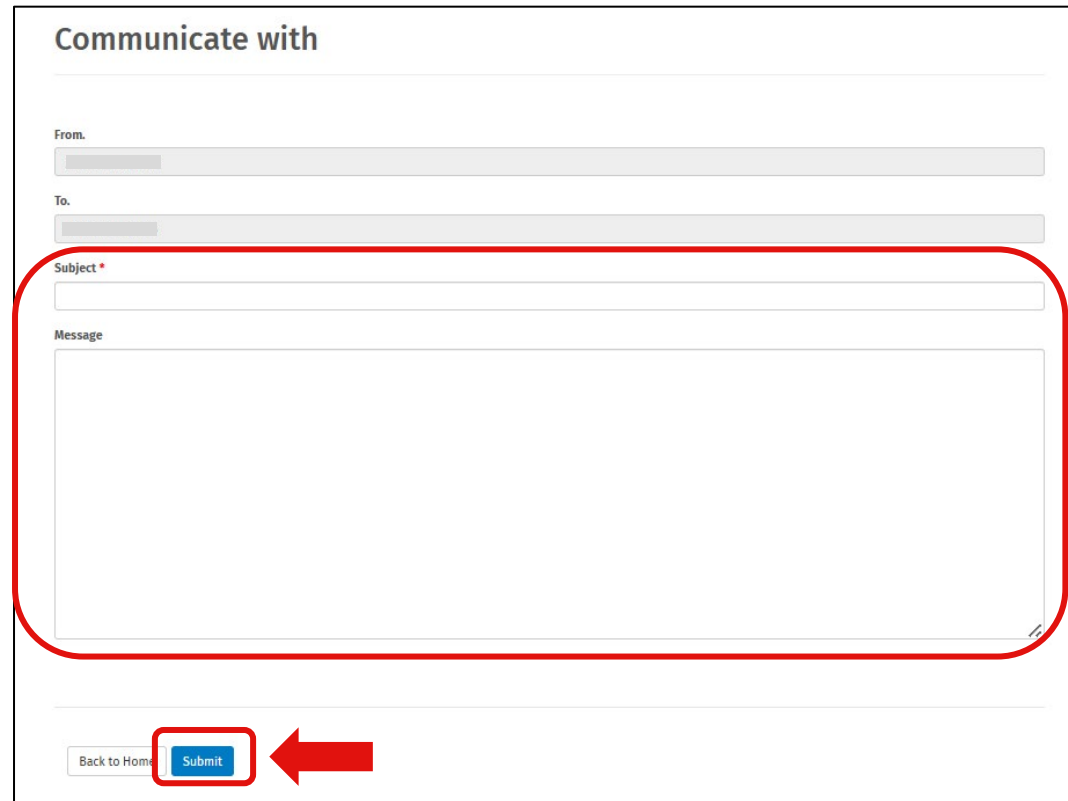
Actions: message enquirer

You can use the **message enquirer** action to contact an adult enquirer via GO. This will send them a GO communication.

Step 1: Click the actions dropdown next to the enquirer you want to contact. Then click message enquirer:



Step 2: A page will open where you can enter a subject line and message. When you're ready, click the blue **Submit** box to send. This will take you to the **My communication** area on GO where you can see your sent messages and any replies.

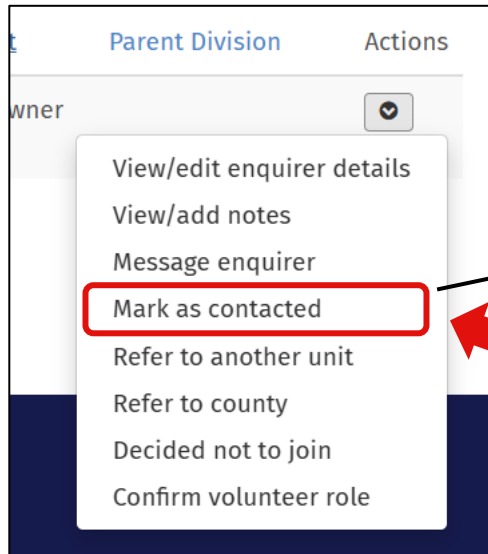


Go to [07:45 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Actions: mark as contacted

Use the **mark as contacted** action to update the enquiry's status reason to **contacted** once you've made a first attempt to contact them. You don't need to wait for them to reply. This action will stop reminder notifications for the enquiry being sent to the level main contact for your area.

Step 1: Click the actions dropdown next to the enquirer you've contacted. Then click mark as contacted:



Go to [07:58 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Step 2: This will open a pop-up window. You need to enter the date that you contacted the enquirer in the 'contacted date box'.

If known, you can add a potential start date in the 'potential start date box'. You can also view any notes on the enquiry and add a new note if needed.

View Details

Details

Enquiry Status
New Submitted

Contacted Date

Potential Start Date

Note Text
about 24 hours ago
The enquirer registered their interest on 22/12/2025 11:54 using the volunteer enquiry map. The original unit chosen from the map was 4th GO product owner Brownie Unit but they may prefer to volunteer at a District/Division level or with another unit. Please discuss the available options with them. The enquirer also provided the following additional enquiry information (this will be blank if they did not provide any):

Add Note

Step 3: Once you've added the contacted date, click the blue **Update** box to save your changes. The status reason for the enquiry will change to show as **contacted** in the volunteer enquiries table.

Individual	Status Reason ↑
Test Volenquirer	Contacted

When getting in touch with an enquirer, **we recommend using the 3-2-1 approach**. That means trying 3 times through 2 different methods of contact e.g. message (text or WhatsApp), phone call or email and if after that, you don't receive a response sending them 1 warm goodbye.

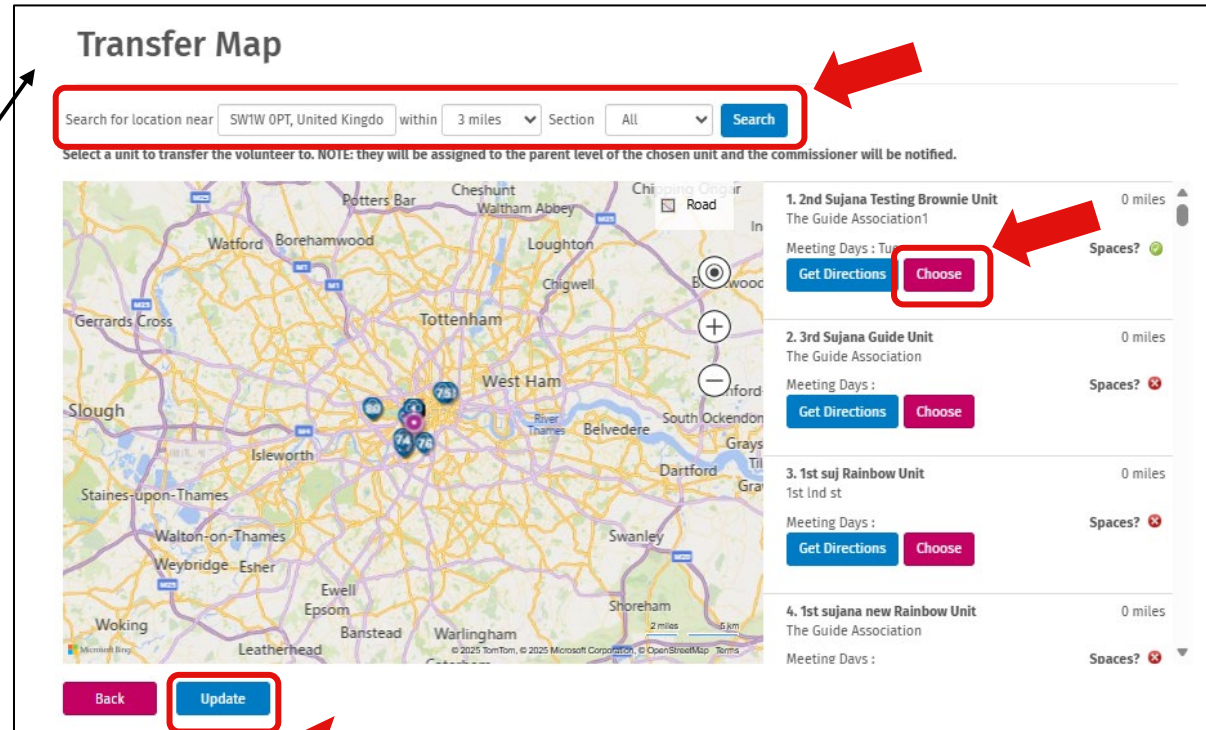
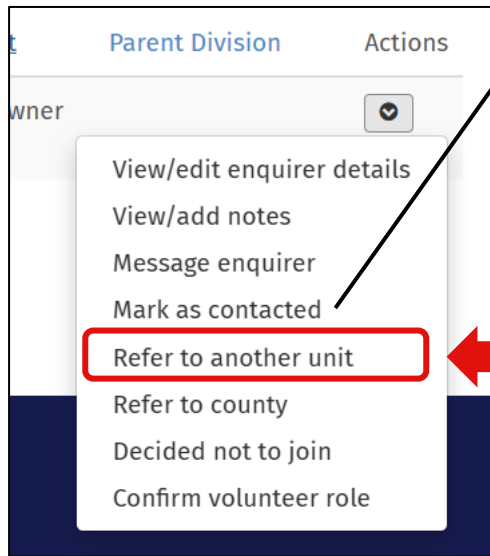
Actions: refer to another unit

If you're a district/division recruiter and can't find a suitable role for an enquirer in your area but know where they'd like to volunteer with, you can use the **refer to another unit** action to pass the enquiry to a different area. If you're a county recruiter wanting to pass an enquirer onto a district/division in your area you can also use this action to do so.

Go to [09:01 of our how-to video \(opens YouTube\)](#) to watch how to do this.

Whenever using this action, we'd recommend first adding a note (see [slide 18](#) for how to do this) for the recruiting volunteers in that area explaining why the enquiry has been passed on.

Step 1: Click the actions dropdown next to the enquiry you want to refer. Then click **refer to another unit**.



Step 2: This will open the **transfer map**. Enter a postcode for the area you'd like to pass the enquiry onto and click the blue search box.

You then need to select a unit. If you don't have a specific unit they'd like to help with just select any unit, but add this information to your note.

Click the pink **Choose** box next to the unit you want to pass them onto, and then the blue **Update** box to save your changes.

Actions: refer to county

If you're a district/division recruiter and can't find a suitable role for an enquirer in your area or an enquiry needs support from county, you can use the **refer to county** action to pass the enquiry up to county level. Before referring the enquiry, we'd recommend adding a note (see [slide 18](#) for how to do this) with any information that might be useful to county recruiters.

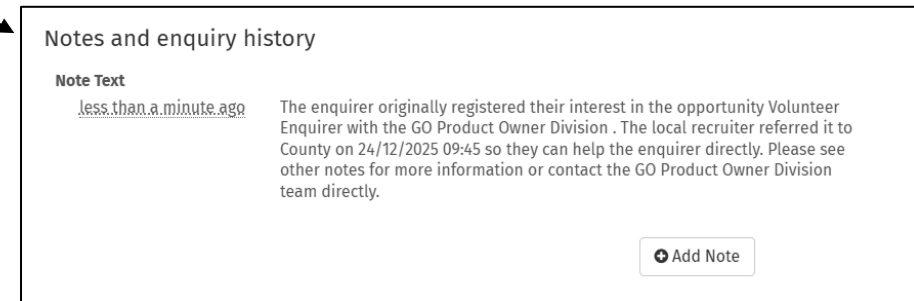
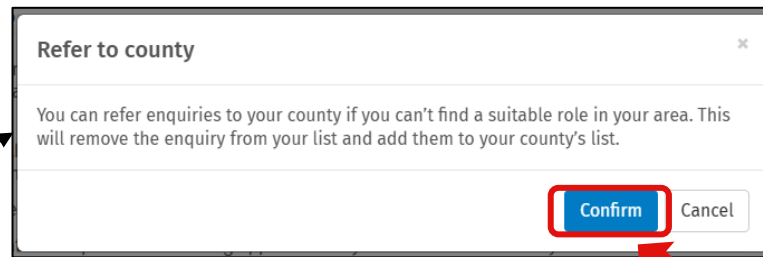
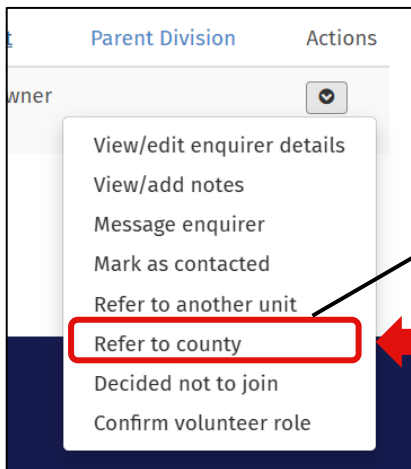
Go to [12:54 of our how-to video \(opens YouTube\)](#) to watch how to do this.

County recruiters can also use the action to take over responsibility for an enquiry and remove it from district/division enquiry lists.

Step 1: Click the actions dropdown next to the enquiry you want to refer. Then click **refer to county**.

Step 2: This will open a pop-up window. Click **Confirm** to pass the enquiry onto county.

Step 3: This will remove the enquiry from the district/division volunteer enquiry table and change the enquiry **level** to county. Recruiting volunteers in your county will see that the enquiry has changed to county level, and a note will automatically be added to the enquiry explaining where the enquiry originally came from and when it was moved.



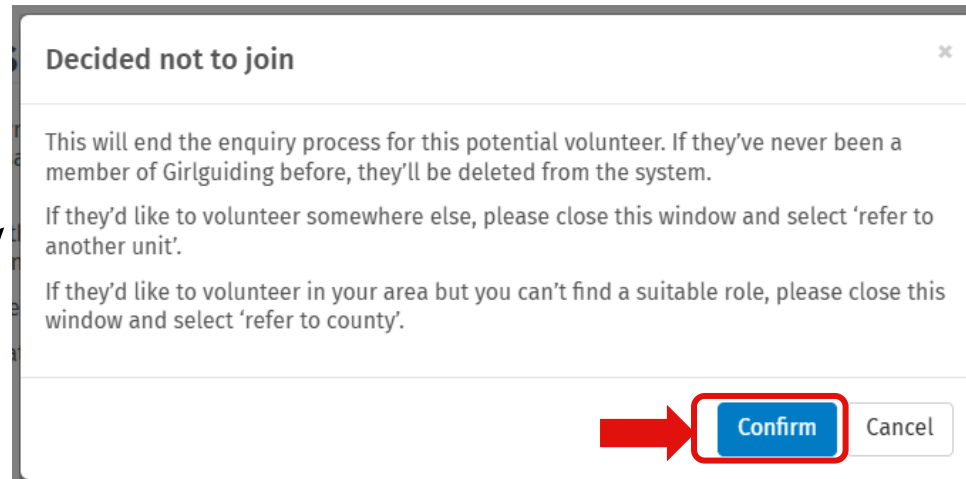
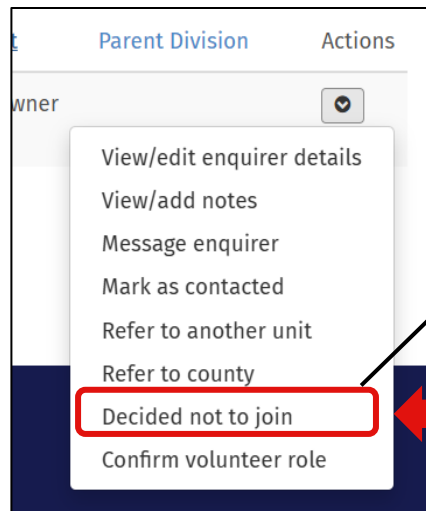
Actions: decided not to join

You can use the **decided not to join** action if you want to end an enquiry. This will remove the enquiry from all enquiry lists and if the enquirer has never been a member of Girlguiding before, their account will be deleted.

We recommend removing an enquiry if you've used the **3-2-1 approach to attempt to contact them**. That is trying 3 times, using 2 different methods of contact, such as message (text or WhatsApp), phone call or email and if after that, you haven't received a response. Send them a warm goodbye and follow the steps below to end their enquiry.

If an enquirer still wants to volunteer, but you haven't found the right role for them in your area, use the **refer to county** action instead so a county volunteer can help them find the right role for them.

Step 1: Click the actions dropdown next to the enquiry you want to remove. Then click **decided not to join**.



Step 2: This will open a pop-up window. Click **Confirm** to end the enquiry. The enquiry will be removed from your enquiry list.

Go to [14:16 of our how-to video \(opens YouTube\)](#) to watch how to do this.

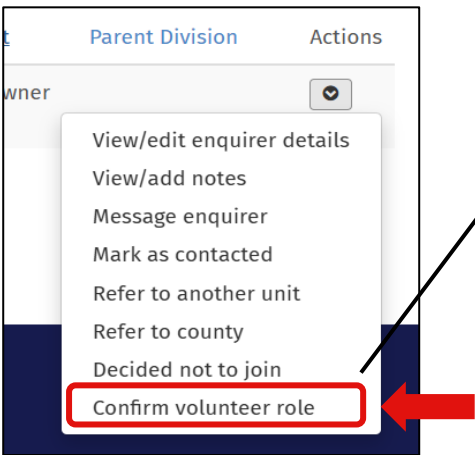
Actions: confirm volunteer role

Go to [14:59 of our how-to video \(opens YouTube\)](#) to watch how to do this.

You can use the **confirm volunteer role** action once you've found a suitable role for an enquirer. The [volunteer roles section on our website](#) contains more information about what roles are available. Confirming a role will add it to their GO record and lets them start any recruitment checks or training they need. It will also trigger emails to the individual to let them know what checks and training they need to do but it's a good idea to speak to them about this too.

The individual will be removed from your enquiry list. **If they've done all the recruitment checks and training required** for their selected role, their role will go active and **they'll move to the Volunteer roles tab**. **If they still need to do recruitment checks and training**, their role will go active-pending and **they'll move to the Needs supervision tab**.

Step 1: Click the actions dropdown next to the enquiry you want to confirm role for. Then click **confirm volunteer role**. This will take you to a page where you can enter details about the new role you'd like to add.



Confirm Volunteer Role
What type of level will they be volunteering in?
Unit

Step 2: Select the **type of level** they will be volunteering in (e.g. unit/district/division) from the dropdown.

Level

Step 3: A box will appear to select the name of **level** they'll be volunteering in e.g. the name of the unit, district, division etc. Click the search icon (🔍) and choose the correct name from the list.

Role Type

Step 4: You'll then need to select the volunteer role type they'll be doing e.g. unit helper. Click the search icon to choose the **role type** from the list.

Actions: confirm volunteer role

Go to [14:59 of our how-to video \(opens YouTube\)](#) to watch how to do this.

The screenshot shows a form titled "Confirm Volunteer Role" with the following fields and elements:

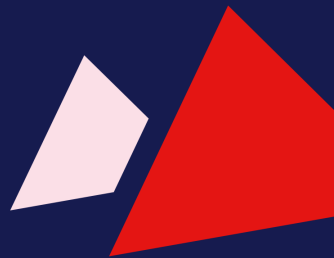
- What type of level will they be volunteering in?**: A dropdown menu with "Unit" selected.
- Level**: A search bar containing "1st GO product owner Guide Unit".
- Role Type**: A search bar containing "Unit Helper".
- Alternative Title**: A text input field containing "Unit Helper".
- Start Date ***: A date input field containing "16/12/2025". A red box highlights a calendar icon to the right of the date field, with a red arrow pointing to it from the right.
- Update**: A large blue button at the bottom of the form. A red box highlights the button, with a red arrow pointing to it from the bottom-left.

Step 5: Click on the calendar icon and select a **start date** for the role. If you want to call the role a different name locally, type this into the alternative title box.

Step 6: Once you're happy with the information you've entered, click the blue **Update** box to create the role. This will add the new volunteer role to their GO account and lets them start any recruitment checks or training they need for the chosen role. Confirming their role will trigger emails to the individual to let them know what checks and training they need to do but it's a good idea to speak to them about this too.

Note: once you've clicked update, this will remove the individual from the my enquiries tab. They'll move to the **Needs supervision tab** (if they still need to do checks and training) or the **Volunteer roles tab** (if they've done all checks and training needed).

Managing volunteer enquiries on GO as a county



Which enquiries can county level recruiters see?

In the volunteer enquiries table for their county, County level recruiters can see all enquiries who haven't had their role confirmed in their county. This includes some enquiries which can only be seen at county level and require action by county recruiters, and some where the district/division recruiters are currently managing the enquiry.

Enquiries which can only be seen at county level include:

1. Enquiries from over 18's who couldn't find a suitable opportunity on the volunteer recruitment tool so have submitted an **expression of interest**.
2. Enquiries for **specific county level opportunities** listed on the volunteer recruitment tool.
3. Enquiries which have been **referred to county** by district/division recruiters.

This means these enquiries **require action at county level**, and the **county main contact** will receive notifications about them.

Enquiries which can be seen by county recruiters but are also visible at district/division level:

1. Enquiries for **unit, district or division level opportunities** listed on the volunteer recruitment tool.
2. Enquiries from under 18's who couldn't find a suitable opportunity on the volunteer recruitment tool so have submitted an **expression of interest**.
3. Enquiries which have been **referred to another unit** – either from one district/division to another or by county
4. Enquiries submitted to the old volunteer join us form (i.e. enquiries submitted before 13 Jan 2026)

This means **district or division recruiters** are responsible for managing these enquiries, and the **district/division main contact** will receive notifications about them.

Identify which level enquiries are currently at

The **Level**, **Parent district** and **Parent division** columns in the volunteer enquiries table (more on [slide 13](#)) show which level an enquiry currently sits at. When an enquiry is passed onto another area or up to county using the **Referring to another unit** or **Refer to county** actions this column updates as well as who can see the enquiry.

You can tell which level of guiding (such as district/division) an enquiry is sitting with by looking at the **level** column.

If this level is the name of a **district, division** or **county** then the enquiry sits at that level.

If the level is a **unit**, the enquiry sits at the name of the level shown in the **parent district** or **parent division** columns.



Level	Parent District	Parent Division
GO Product Owner Division		GO Product Owner Division
GO product Owner District	GO product Owner District	
GO Product Owner County		

Filter to view enquiries which can only be seen at county level

Enquiries where the level column in the volunteer enquiries table shows as your county name are the enquiries which are currently sat at county level, can only be seen by county recruiters and require action.


You can use the search bar above the volunteer enquiries table to filter the table to show only enquiries at county level.

In the search bar type '***County**' and click the search icon. This will filter the table to show enquiries where the level contains the word county.

Or you can search your full county name e.g. 'Bedfordshire County'. Make sure to type your full county name for the search function to work.

See [slide 14 and 15](#) for more information about using search and sort to filter enquiries.



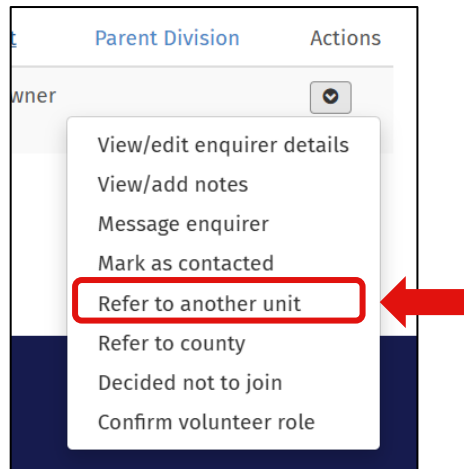
Status Reason 	Created On 	Alternative Title	Level	Parent District	Parent Division	Actions
New Submitted	21/8/2025	volunteer enquirer	GO Product Owner County			

Moving enquiries between levels

Depending on how you choose to manage enquiries in your county, you may wish to take on more enquiries at county level, or pass enquiries on to district/division level to be managed there. To do this you can use the **refer to county** and **refer to another unit** actions.

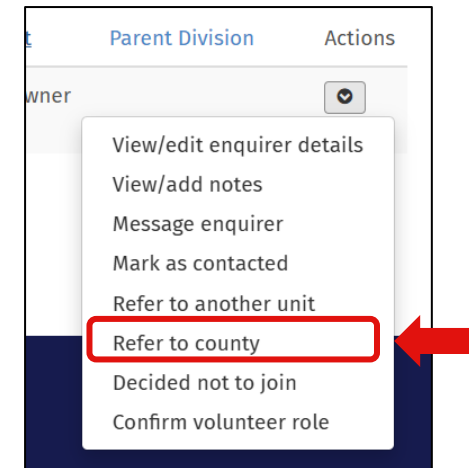
How to refer an enquiry to a district or division:

To pass a county level enquiry onto district or division, find the enquiry in the volunteer enquiries tab and click the **refer to another unit** action. Choosing any unit will refer the enquiry to the closest district or division for that unit. See [slide 21](#) for more information about this action.



How to move an enquiry to county level:

To take on an enquiry that's currently at district or division level, find the enquiry in the volunteer enquiries tab and select the **refer to county** action. See [slide 22](#) for more information about this action.



We recommend using the **view/add note** action before referring an enquiry to another level, and checking it when an enquiry is referred to you. Include a short note explaining where you got to with the enquiry and why you're referring it. See [slide 18](#) for how to view/add notes.

Thank you