



WE DISCOVER, WE GROW

Girlguiding

We've signed the  
**time to change**  
**Employer Pledge**  
let's end mental health discrimination

**Stonewall**  
**DIVERSITY**  
CHAMPION

**Business**  
**Disability**  
Forum  
Building  
disability-smart  
organisations

Closing Date: Friday 26 March 2021 at 9am

# General Assistant

## 2021 Summer Season

Blackland Farm, Foxlease and Waddow Hall

Casual contracts

£8.87 p/h (plus £0.38 p/h location allowance if based at Blackland Farm or Foxlease)



# General Assistant

Blackland Farm, Foxlease  
and Waddow Hall



## Welcome

Thank you for your interest in joining our team.

This is a really exciting time to join Girlguiding. With half a million members we are the largest charity dedicated to girls and young women in the UK, and one of the largest and leading youth charities. We have much to be proud of in our over one hundred years of history, but we know that to remain vibrant and relevant to young people we must continually evolve.

In the past few years we have begun a process of significant change: transforming the organisation so it can meet the challenges of the future by putting young people at the heart of our organisation. We are on a mission to amplify the voices of girls and young women, so they can champion change in their own lives and the wider world; to build strong partnerships that can increase our reach and impact; and to increase the support we offer our 100,000 amazing adult volunteers who deliver incredible experiences to young people across the UK every week.

In 2018 we revealed the largest overhaul of our offer to girls in our history, providing hundreds of new informal education activities and, of course, our famous badges that will equip girls with the skills and experiences they need to thrive in today's world.

We are looking for skilled, passionate people to help us enable even more girls and young women to fulfil their potential, and while Girlguiding's young membership is only open to girls and young women, our staff team is mixed gender and we welcome applicants from all backgrounds.

I am proud to be CEO of this great charity. After reading the application pack I hope you feel inspired to apply to join us.

Warmest wishes,

A handwritten signature in black ink that reads "Angela Salt".

Angela Salt OBE  
Chief Executive

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## About Girlguiding

Girlguiding is the leading charity for girls and young women in the UK. Thanks to the dedication and support of 100,000 amazing volunteers, we are active in every part of the UK, giving girls and young women a space where they can be themselves, have fun, build brilliant friendships, gain valuable life skills and make a positive difference to their lives and their communities. We build girls' confidence and raise their aspirations. We give them the chance to discover their full potential and encourage them to be a powerful force for good.



### Rainbows - We have fun

Rainbows are girls aged five to seven (four to seven in Northern Ireland) and follow a programme called the Rainbow Jigsaw, through which they can take part in lots of different activities with girls their own age. [See more of what Rainbows do.](#)

### Brownies - We do cool stuff

Brownies are girls aged seven to ten who become a member of a Six and follow a programme called the Brownie Adventure. Brownies opens up a world of exciting challenges and the opportunity to try new things and to make brilliant friends. [Learn more about Brownies.](#)

### Guides - We make things happen

Guides are girls aged 10 to 14 who are given the chance to explore their individual skills and abilities and try out new challenges as part of a team. Girls can get involved in anything from adventure sports to performing arts, travel and taking part in community action projects. [Discover more about Guides.](#)

### Rangers

Rangers are girls aged 14 to 18 who follow a programme of interest badges, skills builders and awards. Girls can take part in amazing challenges, travel the world and develop skills across our six themes. [Explore more about Rangers.](#)

### Guiding for young women (18+) - Choose your pathway

Our members aged 18 to 30 have lots of opportunities for to choose from based around seven themed pathways. Members can follow one particular pathway or mix and match to create a new path unique for them. [Explore more about Guiding for young women.](#)

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## Girlguiding's Activity Centres

### Blackland Farm, Sussex

Situated in the glorious Sussex countryside, Blackland Farm is a multi-purpose activity centre. It is located on a 120-acre site, comprising woodland and grassed areas.

Blackland Farm is an ideal base to explore the local area with many attractions nearby such as Chartwell, the former home of Winston Churchill, and Hever Castle, where Anne Boleyn lived.

Discover more: <http://www.blacklandfarm.org.uk/home.aspx>

### Foxlease, Hampshire

Foxlease is set in 65 acres of beautiful land near Lyndhurst in Hampshire. The centre is in the heart of the New Forest with easy access via road, rail and air.

The site at Foxlease includes full-board accommodation in Princess Mary House, camping and a range of self-catering accommodation. There are also conference facilities, a swimming pool and a range of equipment suitable for use in outdoor activities and events.

Our activities include archery, abseiling, climbing, canoeing, kayaking, low ropes, high ropes, crate challenge and many more.

Discover more: <http://www.foxlease.org.uk/home.aspx>

### Waddow Hall, Lancashire

Waddow Hall is a 17th-century manor house overlooking the River Ribble and set in 178 acres of enchanting Lancashire countryside.

There are five fully-equipped campsites, a tented village, a choice of catered or self-catered indoor accommodation, excellent training and conference facilities, and equipment provided for a range of exciting activities.

Discover more: <http://www.waddow.org.uk/home.aspx>



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## The role

### Overall purpose

- To ensure the smooth operation and clean presentation of campsites, self-catering accommodation & Main Hall buildings and their related facilities, maintaining equipment and greeting customers.
- To assist in the delivery of guest services within the Training and Activity Centre and helping customers as required.

### Main areas of responsibility

- To demonstrate a commitment to customer service, providing standard information and guidance whilst remaining friendly and positive in a busy environment.
- To greet customers and offer site tours to new arrivals.
- To resolve general customer queries, referring complex queries or complaints to appropriate senior staff as necessary.
- To assist in the delivery of conferences and events; preparing & servicing bedrooms, preparing & servicing dining facilities, washing up, providing catering assistance, operating the bar and assisting in the on-site shop
- To 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; or to recognise when repairs are required to equipment or facilities and pass this information on to appropriate staff members for action when required.
- To prepare laundry for collection by professional cleaners and launder those items that can be washed on site.
- To assist with cleaning and changeovers in all buildings across the estate.
- To follow set procedures, occasionally being required to find alternative ways of carrying out those tasks delegated to them by senior staff.
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### Additional information

- To undertake any other duties that may reasonably be required to fulfil the duties of this post.
- The post holder will need to work flexibly in line with the business needs; this includes working weekends, evenings and bank holidays. General working hours will be between 9am and 6pm. The centre is open 7 days a week

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## The Person

Criteria	Assessment A, I, T	Essential or Desirable
<b>Skills</b>		
Good verbal communication skills.	I	Essential
Ability to prioritise workload and complete tasks without constant supervision.	A, I	Essential
Ability to work effectively as part of a team and independently.	A, I	Essential
Holds a current First Aid qualification.	A	Desirable
Holds a full & clean driving licence.	A	Desirable
<b>Experience of</b>		
Working with volunteers.	A, I	Desirable
Experience of cleaning in a customer-orientated environment.	T	Desirable
Camping and the assembly of tents.	A	Desirable
Understanding of working in an equal opportunities environment	A	Essential
<b>Knowledge</b>		
Good knowledge of cleaning techniques.	T	Essential
Good knowledge of camping and the needs of the camper.	A	Essential
Knowledge of customer care techniques.	A	Desirable
General knowledge of relevant Health & Safety legislation.	I	Desirable
Understanding of the practical application of diversity and inclusion at work	I	Essential

A = Application Form   I = Interview   T = Test

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## Employment details

### Contract Type

We are offering casual contracts at all sites.

### Locations

- Blackland Farm, Grinstead Lane, East Grinstead, West Sussex, RH19 4HP
- Foxlease, Clay Hill, Lyndhurst, Hampshire SO43 7DE
- Waddow Hall, 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 premises within a reasonable travelling distance of this location. You may be required to travel inside the UK on business of the organisation.

### Salary

Your salary for the position is £8.87 per hour (plus £0.38 per hour location allowance at Blackland Farm or Foxlease)

### Working Hours

Casual contracts offer no set hours.

The hours will be worked over five/six days per week. As Girlguiding's Activity Centres are open seven days a week, you may be required to work mornings, evenings, weekends and bank holidays.

### Holiday Entitlement

Holidays and bank holiday allowance will be pro-rata for part-time and fixed-term employees.

### Medical and Criminal Records Check

Upon successful appointment you will be required to complete a confidential occupational health questionnaire so we can consider our ability to make any reasonable adjustments where advised.

In addition, certain roles in Girlguiding are judged as exempt under the Rehabilitation of Offenders Act 1974. You will be subject to a Disclosure & Barring Service (DBS) check by the Disclosure & Barring Service and employment is subject to satisfactory receipt of these.

### Accommodation

During your employment at our Activity Centres you may be offered accommodation on site. This is optional and a small weekly rent contribution will be required.

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## How we value our people

### Learning and development

We are committed to supporting our staff through a variety of methods including coaching, mentoring, e-learning, shadowing and individual courses. Each staff member has a learning and development plan that is reviewed annually. The majority of vacancies in Girlguiding are advertised internally to encourage staff to progress their careers within the charity.

### Flexible working

We are committed to supporting our staff to achieve a good work-life balance and offer flexible working options wherever we reasonably can.

### Family Friendly Policy

We have a generous Family Friendly Policy which includes maternity, partner, adoption and shared parental leave. As long as you return to work with us, after 52 weeks of continuous service you can get your full salary for the first 20 weeks of your maternity leave, 50% for the next 19 weeks and 30% for the final 13 weeks.

### Contributory pension scheme

In addition to the government's auto enrolment pension, Girlguiding offers a generous company pension. After three months of service employees can join the Girlguiding group pension scheme, which is administered by Scottish Widows. Girlguiding will match an employee's contribution of 5% of base salary with a contribution of 10% of pensionable salary.

### Life assurance

Employees are automatically entered into the Girlguiding life assurance scheme provided by MetLife. It is two times pensionable salary, or four times for employees enrolled in the pension scheme.

### Volunteering support

As an organisation that relies on volunteers, we consider it important to support our own staff to pursue their social action and community engagement interests. Staff who volunteer are entitled to five days of paid volunteer leave a year.

### Employee assistance programme

Girlguiding has an employee assistance programme provided by Health Assured. It is free of charge and offers confidential, independent help, information and guidance to all employees and their immediate family 24 hours a day. It also allows for face-to-face counselling sessions, offered near the employee's home or place of work.

### Staff Consultation Group

Girlguiding has a Staff Consultation Group comprising representatives from across the organisation which meets quarterly with the Chief Executive to discuss organisation-wide staffing matters.

### Season ticket loans

After successful completion of their probationary period permanent employees are eligible to make an application for an annual interest-free travel loan. Up to £7,500 is available per year interest free.



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## Ride to Work

Girlguiding, in partnership with Evans Cycles, offers employees the opportunity to hire a bike and accessories worth up to £1,000 through salary sacrifice (32 to 42 per cent savings). At the end of the hire agreement the employee can take ownership of the bike and equipment by paying a fair market value for the bike plus VAT.

## Discounts

Girlguiding staff can get discounts at various retailers including STA Travel. Please contact Girlguiding HR for further details.

# How to Apply

Please email your CV, with your supporting statement. The closing date is **Friday 26 March 2021 at 9am**. Please return by email to [hr@girlguiding.org.uk](mailto:hr@girlguiding.org.uk).

We ask that you submit your CV and supporting information as soon as possible as we reserve the right to close vacancies at any time, when we have received sufficient applications.

Those who are successful at this stage of the process will be invited to a virtual 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.

Girlguiding values the differences that a diverse workforce brings and is committed to inclusivity, and to employing and supporting a diverse workforce. Girlguiding is proud to be part of the Stonewall Diversity Champions programme, a member of the Business Disability Forum, and a member of Time to Change. While Girlguiding's young members may be women only, our staff team is mixed gender. We welcome applicants from all backgrounds.