



Application form

# Front Office Manager

£28,500 + £700 Location Allowance (LA)  
per year (rising to 30,000 + LA per year in  
your first year with us)

East Grinstead, West Sussex

Closing date:  
Monday 27 September 2021 at 9am

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



WE DISCOVER, WE GROW

**Girlguiding**

# Welcome

## Thank you for your interest in joining our team.

This is a really exciting time to join Girlguiding. We have much to be proud of in our one hundred years of history, but we know that to remain vibrant and relevant to young people we must continually evolve.

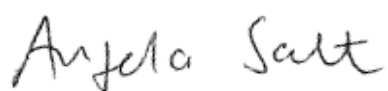
We have begun a process of significant change: transforming the organisation so it can meet the challenges of the future by putting young people at the heart of our organisation. We are on a mission to amplify the voices of girls and young women, so they can champion change in their own lives and the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

The Girlguiding strategy is clear. We will deliver an unrivalled girl-led experience, provide rewarding and flexible volunteering opportunities and be an inclusive and impactful organisation. At the core of our strategy is that we work together as one team regardless of the role we have or where we are. We are looking for skilled, passionate people to help us enable even more girls and young women to fulfil their potential.

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.

I am proud and humbled to be chief executive of this great charity with our mission of supporting girls and young women to thrive and make a difference in our communities and across the world. I hope you feel inspired to apply to join us.

Warmest wishes,



Angela Salt OBE  
Chief Executive





# About Girlguiding

**Girlguiding is the leading charity for girls and young women in the UK.**

Thanks to the dedication and support of our 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.](#)

# Girlguiding's Strategy

**Girlguiding exists to help girls and young women find their voice and build skills and confidence - inspiring them to discover the best in themselves and empower them to make a positive difference in their community.**

Between school, social media, friendships, and relationships - there's a lot going on for girls today. Not to mention the future, the planet, education, and what jobs might be around in few years' time.

**That's why Girlguiding is more important than ever.**

In 2018 and 2019, Girlguiding asked 50,000 members of our community - girls, volunteers, staff, parents, and partners - to tell us what they wanted for our future. From this, we've made Girlguiding's Strategy.

It's created from a real picture of the challenges Girlguiding's facing, as well as its potential.

## Shared goals for Girlguiding

### **Let's create exceptional experiences for girls and young women**

We want to offer experiences so fun, accessible, and empowering that they inspire more girls, young women, and volunteers to join than ever before. So, we're going to keep putting girls at the centre of everything we do. Every decision we make, big or small, should be led by our girls and young women.

### **Let's develop a rewarding and flexible volunteer experience**

We want volunteering to be flexible so it's easier for people to give their time. So, we're going to create opportunities that fit around people's lives. This will give more people the opportunity to share their talents and deliver great guiding to reach more girls and young women.

### **Let's be more inclusive and make a bigger impact**

We want Girlguiding to have an even bigger impact and influence on local communities and across the UK. So, we're going to find fresh and exciting ways to welcome new girls and volunteers to make sure our community develops to reflect the world around us. We're going to make more people better aware of Girlguiding by proudly telling the world about our amazing achievements and hero girls' voices.

### **And let's get the basics right**

The best way to do brilliant things, is by getting the basics right. We're going to build solid foundations, including: Strong structures and processes, empowering girls to lead the way, new ways of working.

[Find out more here](#)

# Girlguiding's structure

**Girlguiding breaks down into gradually smaller groups that deliver good guiding for their area. All guiding units and areas are charities in their own right.**

Nationally, we're overseen by our board of trustees. Our chief executive heads Girlguiding's national staff team and is responsible for ensuring that the work they do follows the direction agreed by the trustees. The team is spread across several sites.

- Girlguiding Headquarters in London.
- Our activity centres in Hampshire, Sussex, Lancashire, Derbyshire and London.
- Trading Service in Altrincham, Cheshire.

## Governance

Girlguiding UK is a member led organisation, established as a charity by Royal Charter in 1922. We are led by our board of trustees, which includes our chief guide and our membership is represented by our Council members.

For more information on our trustees, council and Chief Guide team see:

[How we are run](#)

For more information on our accounts see:

[2020 annual report and financial statements](#)

[Our profile on the Charity Commission website](#)

# The role

## Overall purpose

- To manage the day-to-day operation of the front office and reception desk and oversee all matters relating to guest bookings, ensuring that the highest quality of customer service is provided from enquiry to reservation and booking.
- To be responsible for managing the administrative staff and to liaise with volunteers for the delivery of our member offer.
- To work with colleagues in other Girlguiding Activity Centres to ensure a cohesive and consistent approach to Front Office procedure and event coordination.
- To support business growth through the development and delivery of a programme of events, and sales activity designed for a variety of audience.
- \*To act as a Duty Manager on a rota basis as part of the overall team, in the absence of the Centre Manager, resolving problems in a professional and timely manner and reporting them to the Centre Manager or Strategic Operations Manager. This will necessitate being on call or staying onsite overnight in both supervised and unsupervised capacities for all guests, including young people under the age of 18.

## Main area of responsibility

- To manage the reception function of the centre and carry out administrative work and operational responsibilities pertaining to all bookings and events as required
- To manage an efficient bookings system and coordinate all bookings and planned events, ensuring the process from enquiry to visit is efficient and delivered with a consistently high standard of customer care.
- To manage all administrative staff and General Assistants (where applicable) and ensure adequate staffing levels are maintained to deliver activity in their work area.
- To support the leadership team with the recruitment & supervision of Centre volunteers.
- To ensure all departments have all information they require in relation to bookings, in a timely and concise manner whilst ensuring GDPR compliance.
- To coordinate customer feedback and communicate areas for improvement to the wider team.
- To ensure adherence to all marketing and branding guidelines and procedures when producing documentation
- To ensure the highest standards of customer care is always maintained.
- To resolve customer complaints or complex enquiries, balancing the needs of the organisation with the needs of the customer.
- To support County training organisers and volunteer trainers to deliver training and networking events for Girlguiding.
- As part of a wider team of Front Office Managers, and with guidance from the Centre Manager and TAC Programme & Event Manager, design, plan and coordinate the delivery of financially viable, high-quality event programmes in line with guidelines provided.
- To manage relevant budgets, maintain up-to-date revenue information, produce reports when required and assist with budget setting as required.
- To ensure that the department operates within pre-agreed budgets.
- To ensure that the Girlguiding Health & Safety policy, risk management guidelines and health and hygiene regulations are followed by members of the department and wider staff teams during periods of duty management and report issues appropriately.

- To liaise with the wider TAC team to help deliver the strategic objectives throughout the centres.
- To assist the Centre Manager & Strategic Operations Manager with delivering a sales strategy as part of the overall business development plan for growth, in line with the strategic objectives of the organisation.
- To assist with the marketing of the Centre with regular uploading of content to the website and social media forums.
- To provide cover for other key staff within the management team during leave of absence or as required.
- To be part of the Duty Management team which will require overnight and weekend working.
- To liaise with the wider Girlguiding team to support the Guiding programme at the Centre.
- To attend and participate in any staff trainings and meetings as required.
- To make suggestions to the Centre Manager about potential improvements to the efficiency and profitability of their work area.

### Additional information

- **To undertake any other duties that may be reasonably required to fulfil the duties of this post.**
- The hours of this post are flexible and vary in line with the business of the centre. As the centre is open 7 days per week the post holder may be required to work mornings, evening, weekends and bank holidays.
- This post holder will be required to work in a supervised and at times unsupervised capacity directly with girls and young women as part of the on-call site team. This will necessitate the need for overnight stays on Girlguiding premises. Therefore, the post holder will be required to undertake an enhanced level criminal disclosure with a children's barred list check.
- This role is exempt under the Rehabilitation of Offenders Act 1974. This means that due to the nature of some of the duties, we are entitled to ask about any spent or unspent convictions. This role has unsupervised access to children and young people. Under the Police Act 1997 (Criminal Records), the role is eligible for a disclosure check which is enhanced with barred list.



# The person

Criteria	Assessment A/I/T	Essential or Desirable
<b>Skills</b>		
Ability to motivate and encourage staff	A/I	Essential
Proficient in the use of Word and Excel	A/I	Essential
Excellent administrative skills	A/I/T	Essential
Highly effective written and verbal communication skills	A	Essential
Excellent numeracy skills	A/T	Essential
Ability to deal with people at all levels	A/I	Essential
Ability to work on own initiative and prioritise to achieve deadlines	A/I	Essential
Ability to work flexibly and as part of a team	A/I	Essential
Confidence in delivering pre-produced event programmes to youth and adult audiences	A/I	Essential
<b>Experience of</b>		
Delivering events or programmed activity in a conference or activity centre environment	A/I/T	Essential
To have considerable experience in delivering excellent customer service in an activity centre or conference centre environment and is responsible for giving guidance and sharing expertise with the team.	A/I	Desirable
Delivering programmes within a defined budget	A/I	Essential
Managing a staff team	A/I	Desirable
Administrative processes, booking & data systems, and an ability to report effectively using appropriate business methods	A/I	Essential
Using databases	A/I/T	Desirable

Knowledge		
Risk assessment practices and procedures	A/I	Desirable
A comprehensive understanding of the programmes offered by Girlguiding to its members	A/I	Desirable
A full understanding of the principals of customer service	A/I	Essential
A practical understanding of diversity and inclusion at work	A/I	Essential

\*A = Application Form I = Interview T = Test

# Employment details

## Contract type

This post is a permanent role for 35 hours per week. However, the post holder will at times be required to work additional hours - including evenings and weekends - for which time off in lieu (TOIL) will be available. Overtime is not paid.

## Location

You'll be based at Blackland Farm, Grinstead Lane, East Grinstead, West Sussex, RH19 4HP. Occasionally you may be required to perform your duties from other Girlguiding premises within a reasonable travelling distance of this location. You may be required to travel inside the UK on the business of the charity. As Girlguiding's Activity Centres are open seven days a week, you may be required to work mornings, evenings, weekends and bank holidays.

## Salary

The salary for the position is £28,500 per year plus £700 location allowance. This will increase to £30,000 plus location allowance following the successful completion of probation. This role also receives an annual on call allowance of £750.

## Holiday entitlement

25 days of paid holiday per year plus bank holidays. This increases after one year of service to 26 days, and then a further one day for every year of service up to a maximum of 30 days after five years of service. This is 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. Where applicable, you may be subject to a Disclosure & Barring Service (DBS) check by the Disclosure & Barring Service and employment is subject to satisfactory receipt of these.

# How we value our people

## Family friendly policies

Our Family Friendly Policy includes maternity, partner/paternity, adoption and shared parental leave and an enhanced maternity scheme.

## Pregnancy at work

We're a member of Tommy's Pregnancy at work. The scheme helps to provide you, as a pregnant employee, and your manager, with the information and support you need to ensure a well-informed working pregnancy.

## Flexible Working

We're committed to supporting you to achieve a good work-life balance and offer a number of flexible working options - wherever we reasonably can.

## Flexi time

Flexi time applies where you accrue additional hours to complete pieces of work. Time accrued in one quarter can be taken by the end of the following quarter.

## Time off in lieu (TOIL)

TOIL applies where the requirement to work is known, recorded, and approved ahead of it occurring e.g. a committee meeting, an event etc. Time accrued in one quarter can be taken by the end of the following quarter.

## Leave (Holiday)

Annual leave is 25 days a year and increases by one day for every year of service up to 30 days. You can buy up to five more days' holiday a year through our flexible benefits package.

## Girlguiding or Other Volunteer Leave

Choose to take either Girlguiding or other Volunteer leave, or a mix of the two, up to five days in a calendar year.

## Career break

With three years' service you can apply for a career break of between three months and one year.

## Pension

Join our Group Personal Pension scheme when you've been with us three months - you contribute 5%, and we contribute 10%. We'll automatically enrol you into our Workplace Pension Scheme - you contribute 5% and we contribute 3%, and you can switch after three months with us.

## Life Assurance

We provide two times your pensionable salary if you die. If you're in our Group Personal Pension Scheme or the Workplace Pension Scheme, your next of kin receive four times your pensionable salary. Eligibility is while you are employed with us and up to age 70 years.

## Interest free season ticket loan

On completion of probation, you can take out an interest-free season ticket loan up to a maximum of £10,000 a year.

## Cycle to Work scheme

We offer the opportunity to hire a bike and accessories from a minimum of £100 to a maximum of £1,000.

## Assisted study

We're committed to continual learning and development and recognise that it's essential you have the skills you need to help us achieve our strategic objectives.

## Professional subscriptions

On completion of probation, you can apply for reimbursement for one annual professional subscription relevant to your role.

## Employee Assistance Programme (EAP)

Our EAP is free and confidential, offering independent help, information and guidance to you and your immediate family 24/7. It also offers up to eight counselling sessions.

## Healthcare

You'll be able to participate in an employer paid Healthcare Cash Plan. The plan provides cash to part cover costs of medical, dental and optical care.

## Flu vaccination

We offer an annual flu vaccination to all staff.

## Eyesight tests

On completion of probation, and where you regularly use a laptop for work, you're eligible for a free eyesight exam every two years. And we'll contribute £55 towards spectacles.

## Gym discounts

Discounts offered at over 3000 gyms, health clubs, leisure centres, and yoga studios.

## Retail discounts

You get a 10% discount on goods at our Girlguiding shop, and 20% discount at our training and activity centres; along with a range of retail, entertainment, and other discounts.

## Flexible benefits

We recognise that a diverse workforce means that some benefits appeal more to some staff than to others, and so we've introduced a degree of flexibility on individual choice of benefits. You'll have quick and easy access to benefits via an app.

## Salary exchange

We're extending salary exchange across more of our benefits and you'll be able to benefit from the tax savings.

## Contractual status of our benefits

Benefits do not form part of the contract of employment and are subject to change at the discretion of the organisation.



# How to Apply

Please email your CV with the completed [declaration, and supporting statement](#). A diverse workforce is important to us, and for this reason, we request that you complete our [diversity monitoring form](#), which is kept entirely separate from the recruitment process. The closing date is **Monday 27 September 2021 at 9am**. Please return by email to [hr@girlguiding.org.uk](mailto:hr@girlguiding.org.uk).

*It is important that you submit all of the above documents with your CV, including the declaration form, supporting statement and diversity questionnaire. We will consider only those applications that include these completed documents.*

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.

Candidates shortlisted will be invited to attend interviews on **Friday 1 October 2021**. Interviews will be held remotely during the pandemic.

Unfortunately, we are unable to give feedback to candidates not shortlisted for interviews. We do provide verbal feedback upon request to candidates interviewed.

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