

Volunteer role description

ID verifier

Why we love this role:

Girlguiding volunteers contribute more than 10 million hours to guiding every year. This crucial role helps support this incredible network so volunteers can keep making a positive difference in the lives of girls and young women all over the UK.

As ID verifier, you'll use your communication and organisational skills to support new and existing volunteers with the Girlguiding criminal disclosure check process. This will involve checking and verifying a volunteer's identity documentation to complete their criminal disclosure check application for Girlguiding. ID verifiers within the British Overseas Territories will be responsible for updating the volunteer's GO record to show their police check has been requested.

The role of ID verifier can be held at district, division or county level; however, an ID verifier may be asked to complete a check with volunteers outside their own guiding area.

Some of what you'll do:

Here's a snapshot of what the role may look like, but remember you'll be working as part of a bigger team and your responsibilities will vary:

General

- a) Be responsible for overseeing online recruitment checks for volunteers who need one within their local area.
- b) Complete all relevant training for your role, to make sure that you understand all the processes involved thoroughly.
- c) Meet new and existing volunteers who need a criminal disclosure check, to confirm that their ID documents are valid and details of the documents are recorded online accurately. This is only required if volunteers don't verify their documents using digital ID verification (available to volunteers in England and Wales only).
- d) Support any applicants who need help completing their criminal disclosure check online.
- e) Provide applicants with the unique pin to link their application to Girlguiding (for volunteers in Northern Ireland only).
- f) For ID verifiers in Northern Ireland, take and retain copies of the ID documents you've verified for an AccessNI application. This, along with the PIN and ID validation form, must be kept and stored securely by you for 90 days (from the date the certificate is issued to the applicant). After the 90 day period, these documents must be destroyed in a secure way.
- g) Clearly explain the checking process for your guiding area to applicants, making sure they understand it. Explain what information and documents they'll need to provide, and support applicants with any questions or concerns.

- h) Monitor the progress of recruitment checks, dealing with any problems or delays as a matter of urgency.
- i) Follow Girlguiding's [managing information policy](#) on the Girlguiding website.
- j) Treat all information confidentially.

Being part of your local guiding area

- a) Be part of a local Girlguiding community, by attending local meetings and building good relationships with other volunteers.
- b) Communicate clearly and openly with the local commissioner whenever needed.

Being part of Girlguiding

- a) Be committed to doing any training relevant to your role.
- b) Learn about the structure of Girlguiding and how your responsibilities and position fit within it.
- c) Be willing to learn about Girlguiding's national and local strategic aims and how they're being delivered locally.
- d) Learn about Girlguiding's policies and code of conduct.
- e) Represent the values of Girlguiding.

Promoting Girlguiding

- a) Promote a positive image of Girlguiding at public events and while taking part in activities outside the meeting place.

What skills, qualities, knowledge and experience do you need?

Personal qualities

- ☒ You should have an open and approachable manner.
- ☒ You should be honest and trustworthy.
- ☒ You should be able to respect confidentiality.
- ☒ You should be committed to your ongoing personal development.

Skills and abilities

While these skills and abilities aren't essential when starting, they should be developed as part of the role.

- Excellent communication skills.
- Computer literate and comfortable with using online databases.
- Well organised and able to work on your own initiative.

How will you be supported by Girlguiding?

- You'll be given a thorough induction to the role and Girlguiding as an organisation.
- You'll be given training opportunities to help you develop the skills and abilities you need to excel in the role.
- You'll be directed to the Girlguiding website for additional guidance.
- You'll be offered support from fellow volunteers, including a local commissioner and Girlguiding advisers.
- You'll be reimbursed for your agreed expenses (these are agreed locally and may differ around the UK).
- You'll be shown our clear complaints procedure and if you experience any problems or disagreements, you'll get the support you need to resolve them.
- You'll be invited to local meetings and events.

Quick requirement check

1. Criminal disclosure check: **yes**
2. A safe space level: **1**
3. Must be over 18: **yes**

We're keen to hear from volunteers of all backgrounds, abilities, races, sexual orientations, socio-economic backgrounds, and of all faiths and none. We're flexible, and volunteering can be arranged to fit around a busy lifestyle. Girlguiding is committed to making reasonable adjustments to support disabled volunteers, so they have access to the same opportunities and experiences as non-disabled volunteers.

Please note this is a volunteer role and doesn't form part of any contract of employment.