



**Caring**  
**Challenging Fun**  
**Empowering**  
**Inspiring Inclusive**

## Volunteer Role Description

### ADMINISTRATOR

Would you like to use your administrative and organisational skills to support your local Girlguiding team, while learning new things and making a big difference to girls and volunteers? Volunteering as an Administrator with Girlguiding could be for you!

**Role title/Alternative title:** .....

**Specialism:** .....

**Supported by:**.....

**Suggested time commitment:**.....

**Length of time in role:** .....

**Location:**.....

**If you are interested in this role:**.....

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.

Our incredible volunteers contribute more than ten million hours to guiding every year. Some give us a couple of hours here and there - helping out with driving for trips and holidays, fundraising and events planning, or even doing the annual accounts for local groups. Others give their time as Leaders or Assistant Leaders for units, providing girls and young women with a space where they can be themselves. Whatever your skills and interests, and no matter how much time you have to spare, one of our volunteering roles is bound to suit you.

**‘As well as giving the girls amazing opportunities, I feel I’ve also personally benefited from volunteering. It’s really rewarding for me and I feel I’ve achieved something great.’**

Lisa, Girlguiding volunteer

# ADMINISTRATOR

**Level: Unit/District/Division/County**

This role description covers all Administrator specialisms including Training and Event Administrator.

## Who can do this role?

Administrators can be any adult over 18 years old. They should already be, or be willing to become, a member of Girlguiding.

## Do I need a qualification?

You don't need a specific qualification to undertake this role. You may be provided with training on a particular subject depending on your specialism.

## What is the purpose of this role?

To provide administrative support that contributes to the smooth running of the Unit, District, Division or County Team.

## What will I do in the role?

The responsibilities below outline the role of an Administrator; however, you will be working within a wider team at the same level and responsibilities may vary. Administrators with a particular specialism will have additional duties.

### General

- Provide administrative support to the Commissioner/Unit Leadership Team as required.
- Act as point of contact for events and trainings, taking bookings and providing information.
- Stock and manage team equipment, stationery etc.
- Respond to all correspondence via post and email and send out letters to members as required.
- Support the team with managing budgets and keeping financial records.
- Undertake all relevant training for the role including membership systems access.

### Being part of your local guiding area

- Be part of a local Girlguiding community, by attending local meetings and maintaining a good relationship with other volunteers.
- Develop and maintain clear communications with the local Commissioner, if required.
- Promote local, national and international opportunities available within guiding as well as externally, and encourage young members to take part.
- Keep up to date with new resources and programme initiatives, and use them as appropriate.

### Being part of Girlguiding

- Be committed to undertaking relevant training.
- Learn about the structure of Girlguiding and how your responsibilities and position fit within it.
- Be willing to learn about Girlguiding's national and local strategic aims and how these are being delivered locally.
- Learn about Girlguiding's policies and Code of Conduct.
- Be an ambassador for the values of Girlguiding.

### Promoting Girlguiding

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

## What will Girlguiding do for me?

- Provide a thorough and appropriate induction to the role and organisation.
- Help to develop skills and abilities to perform the role by providing relevant training opportunities (including e-learning where possible).

- Provide guidance via *The Guiding Manual*.
- Provide support and development from fellow volunteers, including a local Commissioner and Girlguiding Advisers.
- Host meetings and events to share information at a local level.
- Reimburse agreed expenses (agreed locally and may differ around the UK).
- Provide references.
- Provide a clear complaints procedure and support to resolve problems or disagreements.

## Am I right for the role?

Supporting roles in Girlguiding provide essential help to volunteers who work directly with girls and young women. While we can offer you training and support we would expect you to possess the personal qualities outlined below.

### Personal qualities

- An open and approachable manner.
- Reliable and trustworthy.
- Creative and enthusiastic.
- A commitment to ongoing personal development.

### Skills and abilities

While these skills and abilities are not essential when starting, they should be developed as part of the role.

- Excellent communication skills.
- Computer literate and comfortable with using databases and email.
- Good people skills and telephone manner.
- High level of organisation, ability to work on own initiative.

Girlguiding welcomes volunteers of all backgrounds, ages, cultures, faiths and abilities. We are flexible, and volunteering can be arranged to fit around a busy lifestyle.

Please note this is a volunteer role; this role description does not form part of any contract of employment.