

Girlguiding Scotland

County support team member

Role description and information



Girlguiding
Scotland

girlguidingscotland.org.uk

About Girlguiding Scotland

Girlguiding Scotland is the leading charity for girls and young women in Scotland. Thanks to the dedication and support of our amazing volunteers, we are active in every part of Scotland.

We show girls from 4 to 18 a world of possibilities big and small. One where every girl can laugh and learn and be herself.

Girlguiding is what each girl wants it to be. It might be the thrill of doing something for the first time. Songs around a campfire. The buzz of getting a new badge. Coming home exhausted and full of stories. It's a space where she can be herself, get creative, explore, and most of all have fun.

Our mission

Through fun, friendship, challenge and adventure we empower girls to find their voice, inspiring them to discover the best in themselves and to make a positive difference in their community.

Rainbows

Rainbows welcomes all girls from 4 to 7 years old coming together to play, learn and have tons of fun in a colourful, safe space.

Brownies

Brownies welcomes all girls from 7 to 10 years old for non-stop fun, learning and adventure.

Guides

Guides is a relaxed, welcoming space where girls can have fun, learn and be themselves with good friends from 10 to 14 years old.

Rangers

Rangers is a space where girls from 14 to 18 can get together to have fun, learn more, give back, hang out, and just be themselves.

Welcome

Thank you for your interest in applying for these volunteer roles.

Volunteers are at the heart of Girlguiding – without you, guiding simply wouldn't happen. Our volunteers help us in all sorts of ways, from running and supporting units, through to county roles, to being trustees. Our mission at Girlguiding Scotland is to inspire and empower girls all across Scotland and our volunteers are key to achieving this.

We're looking for volunteers who would like to join the Scotland-wide county support team. We are looking for members who can help support others in guiding with instances of compliance, concerns and complaints that may arise. Providing this important behind-the-scenes support will enable local commissioners to feel confident in supporting their leaders when concerns arise

As the leading charity for girls and young women in Scotland, it is important to us that we involve people with different skills, knowledge and lived experiences in all that we do.

We'd really encourage you to think about putting yourself forward for this exciting role. By volunteering at a national level, you'll ensure that Girlguiding Scotland provides a supportive and rewarding experience for thousands of others who like you are passionate about guiding.

Please take some time to read through the pack to learn more about all the benefits being in this team might bring you personally and professionally, as well as the impact you could have on the organisation.

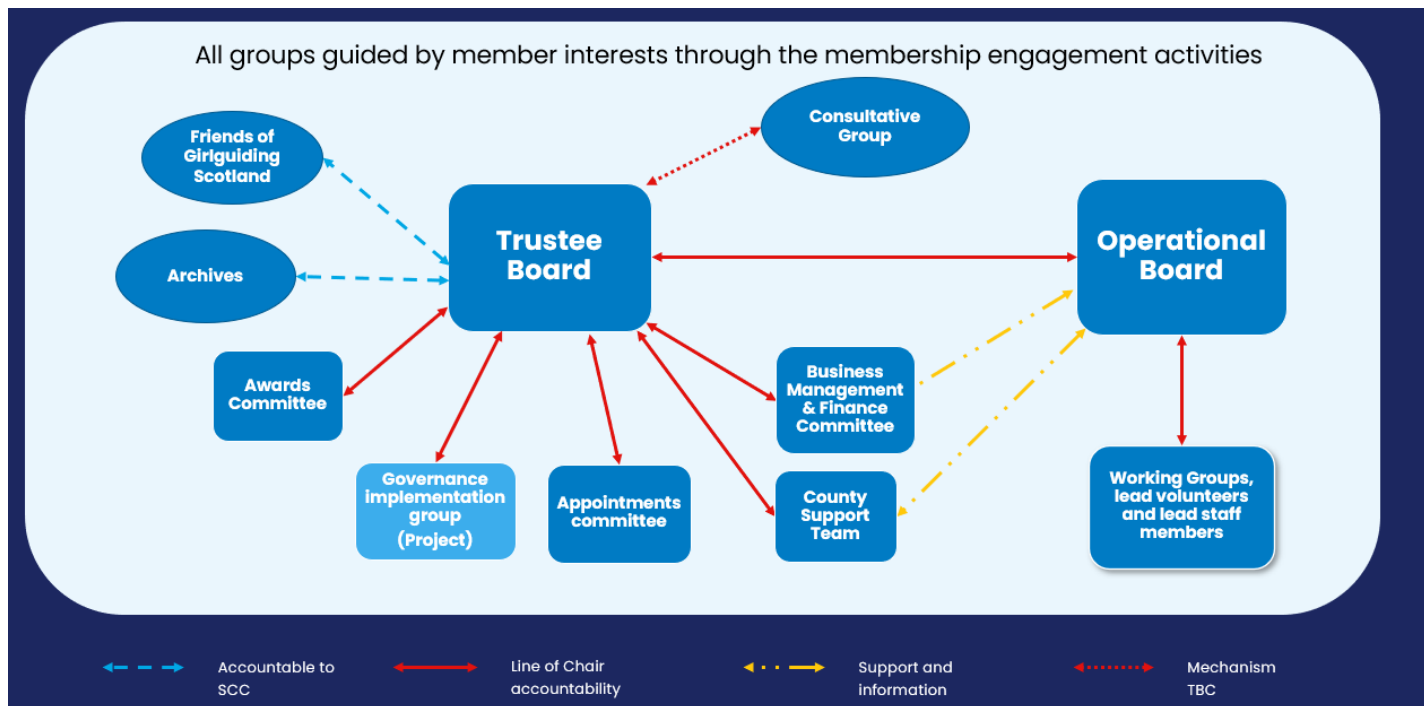
Best wishes,



Elaine Rough

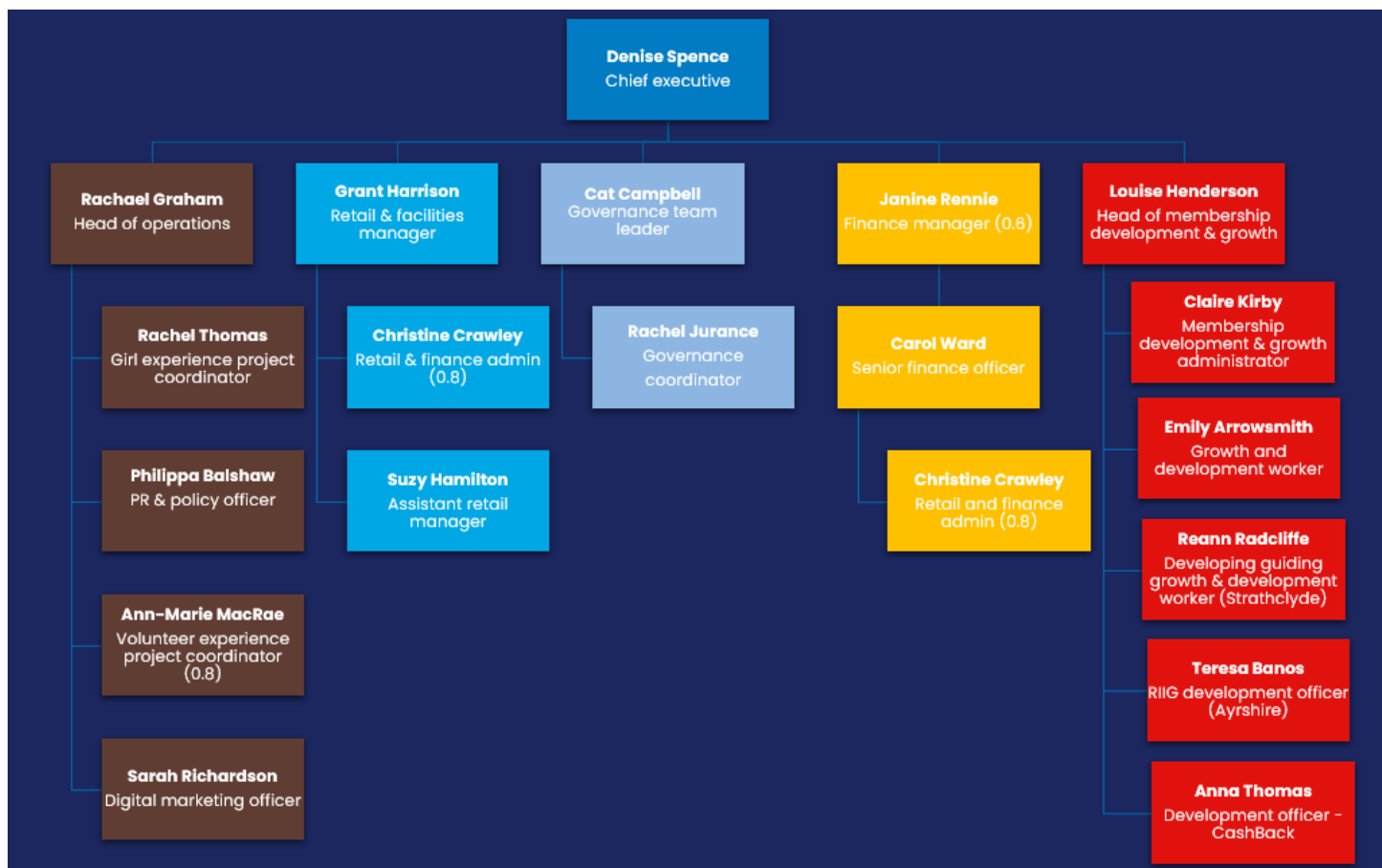
Scottish Chief Commissioner

Our governance structure



Our staff structure

August 2023



These roles are part of the county support team, which focuses on providing support to local guiding with concerns, complaints, and compliance. The volunteer team is led by an assistant Scottish chief commissioner and supported by staff from Girlguiding Scotland.

What you'll do in this role:

- Act as a sounding board for local commissioners by telephone, email and face to face.
- Assist with investigations following Girlguiding procedures and good practice.
- Communicate directly by telephone, email or by meeting (in person or virtually) with all who may have raised a concern, this may include parents, leaders, commissioners, members of the public or service providers.
- Follow agreed standard protocols for how to conduct research and seek resolution to concerns raised.
- Assist with effective liaison with relevant teams at Girlguiding relating to compliance, complaints and safeguarding.
- As part of the team, identify emerging trends and issues that may need addressed through wider learning and development for volunteers.

What you'll get from this role:

- The role will help make a difference to the lives of girls all over Scotland by supporting leaders and commissioners to follow current Girlguiding policies and procedures.
- You will be part of a small friendly team of volunteers and staff members.
- You will have the opportunity to develop transferrable skills in team working, problem solving and communication.
- You will build skills in supporting and advising on how to resolve concerns in the voluntary sector.

Induction, training and support

All of our volunteers are given an in-depth induction to the work of Girlguiding Scotland and to their role. We will introduce you to team members, other senior volunteers and staff members.

We will continue to provide support and development opportunities throughout your time in the role.

Practicalities

- Expenses for travel & subsistence may be claimed. We can provide the resources that you need to undertake this role.
- This appointment is initially for 3 years with a possible extension of 2 further years by mutual agreement.

Principles of working together

Underpinning the ways of working together is the principle that all people and groups in Girlguiding are part of one team. This means that:

- We are inclusive – we work together to create an environment where everyone feels an equal sense of belonging and is free to be themselves – whoever they are and wherever they're from. We value and celebrate difference and represent the diversity of the communities we seek to serve.
- We're open and collaborative – we uphold the principle of co-production so that everything we do is designed and delivered with users – whether volunteers, girls or wider society. All key stakeholders are identified and informed or involved from the start of any piece of work so together we achieve the best possible outcomes in the most efficient way.
- We put girls at the centre – we are ambitious on behalf of our girls, young women and volunteers and challenge every activity that doesn't support the Girlguiding mission. Regardless of role, function or level, all members of our team focus on the common good, and how we can best use our collective resources to deliver what girls tell us they want and need.

Your profile

At Girlguiding Scotland, striving to be an inclusive and impactful organisation is at the heart of what we do. We recognise that being a great volunteer isn't just about the skills that you can bring to the table, but also the unique perspectives that come from your background and life experiences.

The key skills and attributes that we're looking for in members of the county support team are:

- This role requires that you are over 18 and a member of Girlguiding
- Experience of dealing with complaints or concerns (this does not need to be in a guiding capacity, you may have gained this experience in customer service, retail, a call centre or similar).
- Good verbal and written communication skills
- Empathetic manner and good listening skills
- Capacity for reflection and ability to generate options for resolution

- Ability to work confidentially and handle challenging conversations with diplomacy and sensitivity
- Problem solving skills including tenacity and diligence to follow a situation over an extended period of time
- Knowledge of Girlguiding policies and procedures pertaining to complaints and compliance or a willingness to learn
- Competence in using IT (emails, joining meetings online etc.)

We're for all girls and we want Girlguiding Scotland to be a safe and welcoming space for every person that wants to join us. Our volunteers should be as diverse as the girls that we support and inspire which is why we encourage applications from people of all backgrounds. In particular, we would welcome applications from people with disabilities and individuals from ethnic minority groups.

If you need support to help you apply, or need this information in a printed or other format, please let us know in advance so that we can ensure appropriate arrangements are made.

How to apply

If you would like to have an informal chat, please get in touch with Cat Campbell, governance team leader (cat@girlguiding-scot.org.uk) who can arrange for you to speak with Lyndsay Strang, County Support Team lead.

To apply

Please email cat@girlguiding-scot.org.uk your full name, membership number, and the names and contact information for two referees. These should be current members of Girlguiding, ideally at least one of whom will be from a level above you, for example your local or county commissioner.

In addition to providing this information please also answer the two questions below.

Q1. Why are you interested in this role? (500 words max)

Q2. What knowledge, skills and experiences can you bring to the role? (500 words max)

Please include the role title (County Support Team member) in the subject line of the email.

The deadline for applications is **Sunday 1 October 2023 at midnight.**