

# **Membership and Grants Administrator**

**Reports to Head of Membership Development  
& Growth**

**35 hours per week**

**£24,500 – £26,000 per year depending on  
experience**

**Permanent contract**



**Girlguiding**  
Scotland

[girlguidingscotland.org.uk](http://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.

# The Role

## Main areas of responsibility

The main purpose of this role is to provide administrative support to the membership development and growth team. The post holder will be a key part of the team, helping to ensure the successful delivery of our development projects and grant-giving programmes as well as providing consistent, high-quality advice and customer service. In doing so, they will help to ensure volunteers across Scotland get the support they need to deliver amazing opportunities for girls and young women.

The successful candidate will be a self-starter, able to demonstrate good planning and organisational skills, strong attention to detail, and an ability to prioritise workload to meet deadlines.

## Grant Administration

To provide administrative support for internal and external funds and grants managed by the Membership Development & Growth department by:

- Being the first point of contact for queries raised via the funding mailbox.
- Logging incoming funding requests and completing eligibility checks, liaising with applicants as required.
- Participating in decision-making panel meetings, recording decisions and issuing offer letters/refusals as appropriate.
- Recording and preparing evaluation material for use in internal and external reporting.
- Highlighting opportunities to improve efficiency in relation to our grant-giving processes.

## Customer Service

- Be the first point of contact at Scottish Headquarters for all incoming membership enquiries, delivering high quality advice and administrative service to members and potential members.
- To effectively use our databases to support prospective members, ensuring that they have a high-quality experience.
- To administer activities designed to welcome new members into Girlguiding Scotland.

## Membership systems and membership data

- To maintain the suite of membership reports taken from the membership database regularly and as required.
- To populate reporting templates, graphs and charts to ensure membership data is readily available for Girlguiding Scotland staff and volunteer teams.
- To support ad hoc requests for membership data, liaising with the Head of Membership Development & Growth and Girlguiding's Membership Systems team as required.
- Participate in monthly online meetings of the UK-wide Girlguiding Data Network.
- Signpost sources of support relating to Girlguiding's membership system.

## Administration of projects

- To provide support for events and trainings associated with membership development & growth.
- To provide administrative support for local recruitment projects, issuing recruitment resources and maintaining volunteer opportunities on online notice boards as required.
- To provide administrative support for the county membership network made up of volunteers from across Scotland.

## Other

- To undertake other administrative tasks as required.
- To participate in short-term cross team working groups relevant to the role.
- To provide telephone and email cover as required.

# Person Specification

The below skills, experience and knowledge may have been gained through education, paid employment or in a voluntary role.

<b>Skills</b>	
Ability to use Microsoft Office packages confidently and competently (Excel, PowerPoint, Word and Outlook) and Adobe	Essential
Good communication skills including the ability to communicate clearly and concisely, tailoring content depending on the audience	Essential
Understanding of the importance of data protection and confidentiality	Essential
Ability to prioritise a varied workload to meet deadlines	Essential
Strong attention to detail	Essential
Able to handle challenging conversations effectively and with empathy	Essential
Confident working with numbers and creating graphs and charts to present data and trends in an accessible way	Desirable
<b>Experience of...</b>	
Working in an administrative role	Essential
Delivering excellent customer service	Essential
Managing multiple tasks and a large volume of correspondence at the same time	Desirable
Grant administration and/or supporting externally funded projects	Desirable
Working with a CRM database	Desirable
Experience of providing administrative support for training and events	Desirable
Experience of working for a membership organisation and/or with volunteers	Desirable
<b>Personal qualities</b>	
Self-motivated and enthusiastic about contributing to the success of the team	Essential
Willingness to embrace new technologies, systems and processes	Essential
Commitment to the mission and values of Girlguiding Scotland	Essential

# Employment Details

## Contract type

This is a permanent, full time role.

## Location

At Girlguiding Scotland we have adopted a hybrid work model that supports a weekly blend of in-office and remote working. Staff have the option to work from home up to 3 days per week, although flexibility is required to meet business needs. We're based at Girlguiding Scotland HQ, 16 Coates Crescent, Edinburgh EH3 7AH.

## Salary

£24,500 – £26,000 per year depending on experience.

Travel expenses will be paid in line with Girlguiding Scotland's travel and subsistence policy. A laptop and any other equipment required will be provided for business use.

## Working hours

Hours of work will be 35 per week usually worked Monday – Friday, 9am – 5pm. This post requires occasional evening and weekend working, for which time off in lieu (TOIL) will be available.

## Holiday entitlement

38 days inclusive of bank holidays and office closures (pro-rata for part time staff).

## Probationary period

The post will be subject to a probationary period of 3 months.

## Notice period

The notice period required by both parties, following a minimum 3 month probationary period, is either 1 calendar month or 1 week for each complete year (up to a maximum of 12 weeks), whichever is the greater.

## Criminal record check

Girlguiding Scotland is committed to safeguarding and promoting the welfare of children and young people. The successful candidate will be required to undertake appropriate criminal record checks.

# How we value our people

## Learning and development

We are committed to supporting our staff through a variety of methods including coaching, e-learning, and individual courses. There is scope to apply to be supported to obtain further professional qualifications relevant to the role. This is likely to be supported with time and a modest contribution to course fees, repayable in full to Girlguiding Scotland if the postholder leaves before a specified date.

## Flexible working

We are committed to ensuring that our staff have a good work-life balance and we are happy to offer flexibility where possible, whilst balancing business needs.

## Contributory pension scheme

In addition to the government's auto enrollment pension we offer a generous organisational pension, including an employer contribution of 10% of your basic salary.

## Volunteering support

Staff who volunteer within Girlguiding or with other recognised organisations are entitled to up to 5 days of paid volunteer leave a year (pro-rata for part time staff).

## Employee assistance programme

We have 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.

# How to Apply

To apply, please complete our [application form here](#) and email it to [recruitment@girlguiding-scot.org.uk](mailto:recruitment@girlguiding-scot.org.uk).

If you would like to have a conversation about the role before applying, please call Louise Henderson, head of membership development and growth, on 0131 609 0204.

The closing date for applications is **5pm on Friday 31 January**. Please note applications received after this date will not be considered.

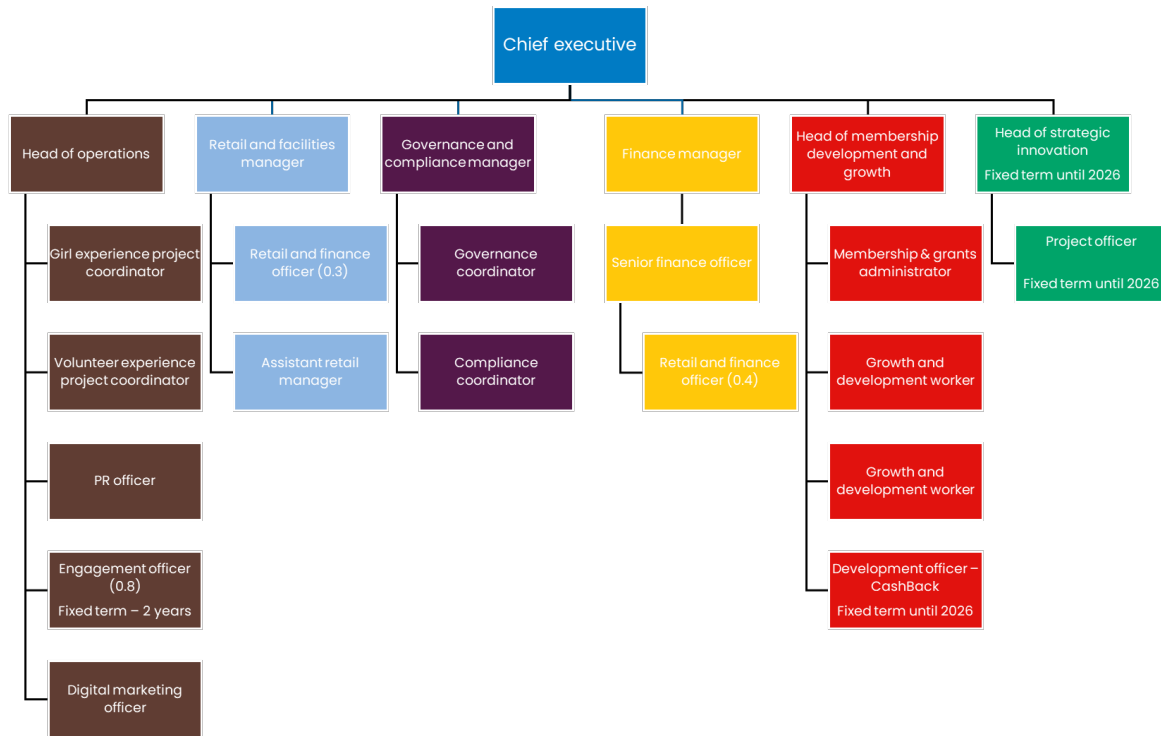
Interviews will be held at our Scottish Headquarters building in Edinburgh on **Monday 10 and Wednesday 12 February 2025**.

Girlguiding Scotland values inclusivity, so we welcome requests for support or reasonable adjustments during the recruitment process. If you need any support to complete your application or with any other part of the recruitment process then please get in touch to discuss how we can support you.



# Additional Information

## Our staff structure



## Our governance structure

All groups guided by member interests through the membership engagement activities

