

Lead volunteer for enquiry coordinators

Role description

6 February 2025

Are you looking for a new role? Are you confident in using GO and passionate about ensuring everyone that wants to join receives a warm welcome? If so, this role could be for you!

As our lead volunteer, you will play a key role in supporting our county enquiry coordinators. You'll work with members of our membership development and growth team to identify where there are blockages in the recruitment and vetting pipeline, offer one-to-one support to counties and help develop new resources and/or training to help volunteers at all levels use GO effectively and offer a warm welcome.

The purpose of the role

- To be a key member of the county membership network for growth and enquiry coordinators, joining 5 online meetings per year where we share updates from across the Girlguiding network and discuss growth-related topics
- To champion the use of GO and be a positive advocate for self-led learning using the GO Help Zone and Ignite Hub
- With the support of your staff partner, identify emerging or widespread issues that may need escalated to Girlguiding's membership systems team and/or Scottish county support team
- To identify training needs among county enquiry coordinators and commissioners and work with relevant staff and volunteer teams to design and deliver training and resources to address these needs
- To provide practical support to counties with enquiry backlogs (young members or volunteers), sharing templates and best practice. Where appropriate, you may also support counties by contacting overdue enquirers directly.
- With the support of your staff partner, prepare project proposals for the operational board in order to secure the staff time and/or funding needed to deliver projects designed to improve welcome and/or the use of GO
- To support the recruitment and induction of new county enquiry coordinators as required by county commissioners

Skills and experience needed for the role

- Be confident in the use of GO and committed to ongoing learning
- Be able to communicate with various volunteers and staff teams

- Be able to work as part of a team
- To be open and approachable
- Be able to handle difficult conversations with tact and empathy

Induction, training, and support

- All volunteers are given an in-depth induction into their role
- This role will receive ongoing staff support from the head of membership development and growth and volunteer line manager support from the lead volunteer for membership development and growth
- Expenses for travel & subsistence may be claimed for any costs required to complete your role
- This is a new role and is initially offered for 1 year with the possibility to extend by mutual agreement

As part of this role, you will need to:

The time commitment for this role will vary depending on what projects are active, but it should be an average of 4 – 6 hours per month.

- Join and contribute to 5 county membership network meetings per year (weekday evenings)
- Meet with the lead volunteer for membership development and growth
- Meet with the head of membership development and growth
- Review monthly membership reports from GO with the support of your staff partner and volunteer line manager
- Attend other ad hoc meetings that require your attendance
- Build links with other teams and support other teams with learning and development

How to apply for this role:

If you are interested in applying for the role, please send your full name, membership number, the details for 2 referees and the answers to the following questions to growth@girlguiding-scot.org.uk. Please use 'Lead volunteer for enquiry coordinators' in the subject line of the email.

Q1. Why are you interested in this role? (300 words max)

Q2. What skills and experiences do you have to offer? (300 words max)

If you have any questions about this role, please contact Susan Brown our lead volunteer for membership development and growth on Susan@girlguiding-scot.org.uk.

Applications from across Scotland are welcomed and the closing date is 11.59pm Friday 28 February.