

Lead volunteer for volunteer warm welcome

Role description

6 February 2025

Do you enjoy talking to people and sharing your enthusiasm for guiding? Are you passionate about making sure everyone that wants to join gets a warm welcome? Are you keen to make volunteering more inclusive? If so, this role could be for you!

As our lead for volunteer warm welcome, you will play a key role in improving how we welcome new, returning and relocating volunteers. You'll be an important member of the Scottish membership development and growth team and work in partnership with staff and other volunteers to identify how we can make guiding more welcoming and inclusive, whether that's through developing training, resources, internal communications or by providing 1-2-1 support to counties.

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 identify, with support from your staff partner, emerging or widespread issues that are having an impact on the volunteer welcome and joining experience
- To identify training needs among coordinators, commissioners and unit teams and work with relevant staff and volunteers to design and deliver training and resources to address these needs
- To provide practical support to counties, by sharing templates and best practice and signposting other sources of help
- 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
- To support the recruitment and induction of new county enquiry coordinators as required by county commissioners

Skills and experience needed for the role

- Be enthusiastic about the importance of welcoming new and returning volunteers
- Be able to communicate with various volunteers and staff teams
- Be able to work as part of a team
- To be open, approachable and supportive towards the needs of local teams
- Be able to handle difficult conversations with tact and empathy
- Be open to different ways of welcoming volunteers into our diverse and flexible opportunities

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.

- Share responsibility with the lead volunteer for membership development and growth for delivering and evaluating *Getting Started With Girlguiding Scotland* zoom sessions for new volunteers (1.5 hours, twice per month, weekday evenings or Saturday mornings)
- 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 Warm Welcome' 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 2025.