



Governance & Volunteer Support Manager

Closing date: Monday 5 October 2026 | 12pm

Location: Lorne Estate Outdoor Adventure Centre

Hours: 35 hours

Salary: £36,000

Role: Governance & Volunteer Support Manager



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Salary: £36,000

Responsible to: CEO, Girlguiding Ulster

Hours: 35 hours

Direct reports : Growth and development officer x 2

Annual Leave: 10 days statutory holiday, 25 days annual leave plus working days between Christmas and New Year.

Pension: Through auto-enrolment Girlguiding Ulster currently contributes 4% of your salary and you contribute 4%.

Girlguiding Ulster has undergone significant organisational change in recent years to strengthen governance arrangements and support the long-term sustainability of the organisation. This role will play a key part in embedding those changes, ensuring that Girlguiding Ulster continues to meet its statutory and regulatory obligations, while also providing high-quality support to the volunteers who lead guiding across Northern Ireland.

As a regional headquarters organisation, Girlguiding Ulster supports four Counties, each of which is an independent charity with its own Board of Trustees and is run entirely by volunteers. Within these Counties sit Districts and more than 400 Rainbow, Brownie, Guide and Ranger units, all of which operate within a charity governance framework. The Governance and Volunteer Support Manager will provide expert guidance and practical support to volunteers across this structure, helping to build confidence, strengthen governance practice and ensure compliance with charity and regulatory requirements.

Volunteer support is a central part of the role. The postholder will work closely with County and District volunteers to provide advice, training and co-ordination on governance matters, recognising the significant contribution volunteers make and the support they need to carry out their roles effectively. Alongside this, the postholder will also contribute to membership growth and development by managing two part-time Growth and Development Officers and supporting work to strengthen and grow guiding across Northern Ireland.

This is a strategically important role, combining governance oversight, volunteer support and membership development to help ensure Girlguiding Ulster remains a strong, sustainable and well-governed organisation for the future.



Thank you for your interest in joining our team.

Thank you for your interest in the role of Governance and Volunteer Support Manager with Girlguiding Ulster.

At Girlguiding Ulster, we are proud to support more than 6,000 girls and young women across Northern Ireland, made possible through the commitment of over 1,500 dedicated volunteers. Behind that is a small but passionate staff team who work hard to ensure our volunteers are supported, our governance is strong, and our organisation continues to grow and thrive.



This is an exciting opportunity to join an organisation that is ambitious for girls and young women, values the contribution of volunteers, and is committed to making a positive impact in communities across Northern Ireland. Our staff team plays a vital role in delivering this vision, and we are looking for someone who shares our commitment to excellent governance, meaningful volunteer support, and creating the conditions for great guiding to happen.

Our strategy is clear – to deliver an unrivalled girl-led experience, provide rewarding and flexible volunteering opportunities, and be an inclusive and impactful organisation. The Governance and Volunteer Support Manager will play an important role in helping us achieve these ambitions, ensuring that our governance structures are effective and that our volunteers are well supported to deliver guiding safely, confidently and successfully.

I hope this application pack gives you a clear sense of the role, our organisation, and the difference this position can make. If you are passionate about supporting volunteers, strengthening governance, and contributing to an organisation that helps girls know they can do anything, we'd love to hear from you.

Claire Flowers
CEO, Girlguiding Ulster

The closing date for applications is 12pm, on Friday 24 July 2026.

About Girlguiding Ulster



Girlguiding is the leading charity for girls and young women in the UK.

Thanks to the dedication and support of our amazing volunteers, we are active in every part of Northern Ireland, 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. We build girls' confidence and raise their aspirations. We give them the chance to discover their full potential and encourage them to be a powerful force for good.

Rainbows are girls aged 4 to 7 and follow a programme through which they can take part in lots of different activities with girls their own age.

Brownies are girls aged 7 to 10 who become a member of a Six and follow a wide and varied programme. Brownies opens up a world of exciting challenges and the opportunity to try new things and to make brilliant friends.

Guides are girls aged 10 to 14 who are given the chance to explore their individual skills and abilities and try out new challenges as part of a team. Girls can get involved in anything from adventure sports to performing arts, travel and taking part in community action projects.

Rangers are girls aged 14 to 18 who follow a programme of interest badges, skills builders and awards. Girls can take part in amazing challenges, travel the world and develop skills across our six themes.

Find more information on Girlguiding Ulster at www.girlguidingulster.org.uk

Girlguiding Ulster's headquarters are based at **Lorne Estate Outdoor Adventure Centre** in Holywood, Co. Down, which is owned and operated by the charity. Set within 21 acres of woodland, Lorne Estate is a residential and outdoor adventure centre offering indoor accommodation, camping and glamping facilities, and a wide range of activities including zip lining, climbing, archery, bushcraft and team-building experiences. It welcomes Girlguiding members, schools, youth groups, community organisations and corporate groups, providing opportunities for adventure, learning and shared experiences in a safe and supportive environment.



Find more information on Girlguiding Ulster at www.discoverlorne.org.uk

Girlguiding Ulster's Strategy



Our strategy provides a clear framework for Girlguiding Ulster's future direction, setting out the priorities that will shape our work and investment in the years ahead. It reflects our ambition to deliver an outstanding girl-led experience, strengthen and support volunteering, and build an organisation that is inclusive, impactful and sustainable.

An unrivalled, girl-led experience

We want to offer experiences that are fun, accessible and empowering so that they inspire more girls, young women and volunteers to join than ever before. So we're going to keep putting girls at the centre of everything we do. Every decision we make, big or small, should be led by our girls and young women.

Rewarding and flexible volunteering

We want volunteers to enjoy their time with us. We want volunteering to be flexible so it's easier for people to give their time. So, we're going to create opportunities that fit around people's lives. This will give more people the opportunity to share their talents and deliver great guiding to reach more girls and young women.

An inclusive and impactful organisation

We want Girlguiding to have an even bigger impact and influence on local communities and across Northern Ireland. So we're going to find fresh and exciting ways to welcome new girls and volunteers to make sure our community develops to reflect the world around us. We're going to make more people better aware of Girlguiding by proudly telling the world about our amazing achievements and hero girls' voices.

Building a sustainable and futureproof organisation

We want to make sure Girlguiding is fit for the future so we can continue to give girls great experiences. We will adapt how our organisation is designed and how we work to be the most effective organisation possible. We want our staff, volunteers and members to become One Team.

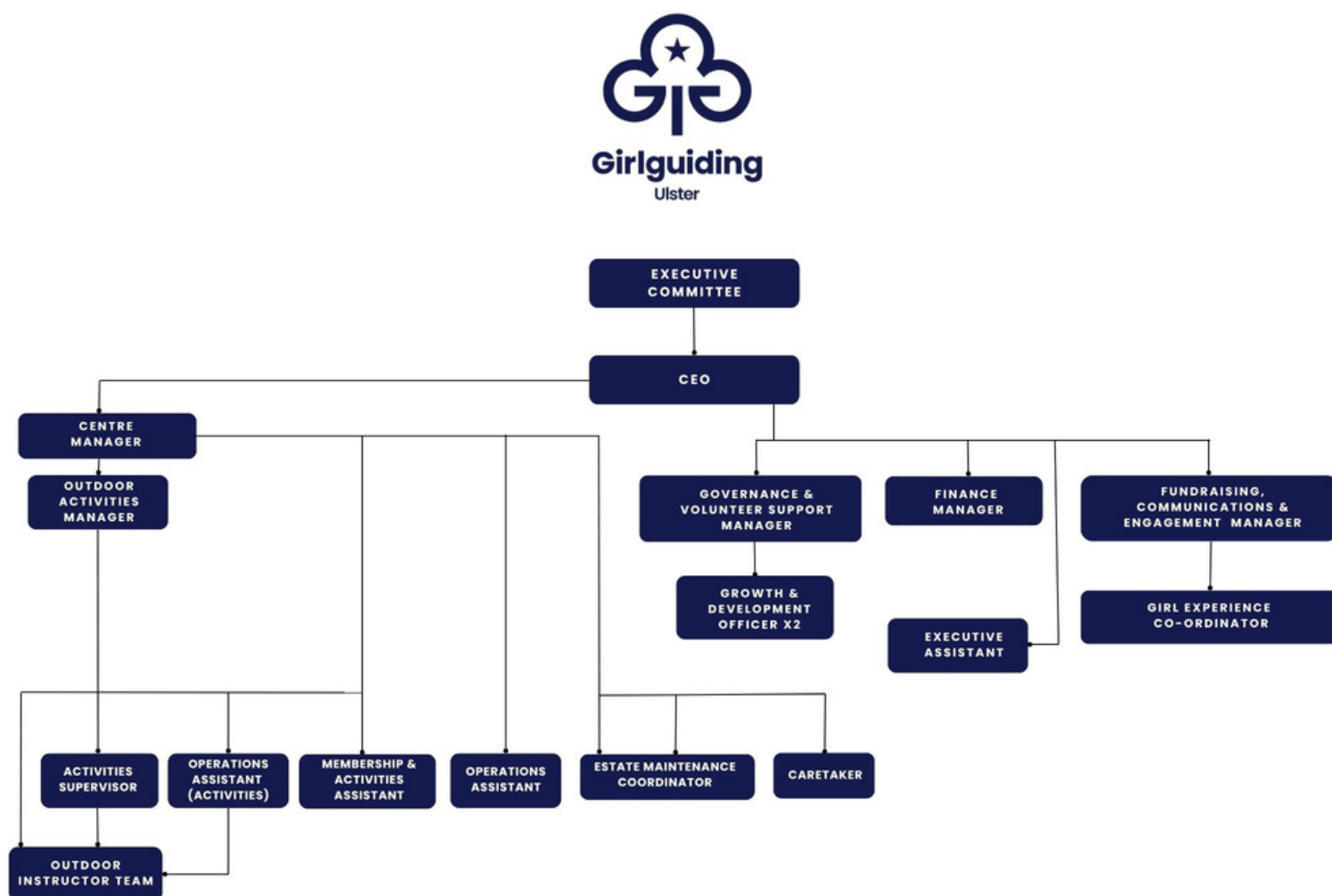


Our Structure



Girlguiding Ulster & Lorne Estate Outdoor Adventure Centre is overseen by Executive Committee, who are a Trustee Board of volunteers representing each County led by our Chief Commissioner and Deputy Chief Commissioner.

The CEO is responsible for the team of staff ensuring that the work they do follows the direction of the trustees.



Our Values



At Girlguiding Ulster, our values have been designed to support the achievement of our strategic objectives.

Our values were shaped by employee feedback and reflect the behaviours, attitudes and ways of working that support success across Girlguiding Ulster.

They set out the culture, expectations and shared commitment that underpin how we work together and deliver impact for girls and young women.



Environmental, Social and Governance (ESG) principles are at the heart of our organisation.



Environmental

Girlguiding Ulster seeks to create a culture in which environmental considerations are implemented into all decisions and activities.

Social

We are committed to the on-going well-being of our members, volunteers and staff.

Governance

Good governance by our trustees means we act in the best interests of the organisation ensuring it's future sustainability.

Key responsibilities



Governance

- Develop a governance plan for Girlguiding Ulster including the four Counties, with the aim of achieving best practice governance and applying the Code of Good Governance.
- Manage the design and implementation of risk registers, strategic plans, financial plans, growth plans in each new County in line with the Girlguiding Ulster strategic plan and policies.
- Support County appointment recruitment in accordance with the GGU recruitment process. Facilitate trustee induction training, and development opportunities and support succession planning.
- Provide sound advice, insight, and support to the County Commissioner Teams in each County, helping to ensure that the County Trustee Board functions efficiently and effectively in accordance with their County Constitution.
- Ensure compliance for each County's core governance documents, including but not limited to Articles of Association, Byelaws, Terms of Reference, and governance policies and ensure they remain fit for purpose and adhered to.
- Support good information flows between Counties, senior management and Trustees of Girlguiding Ulster.
- Work with the Trustees and CEO of Girlguiding Ulster to ensure the smooth running of GGU's governance framework, driving continuous development and improvement, ensuring it continues to meet the needs of the organisations fast changing external environment.
- Ensure best practice is followed and in-line with Girlguiding UK policies and procedures.

Key responsibilities



Compliance

- Support Counties with any mergers or closures that are identified and liaise with CCNI regarding any compliance issues.
- Liaise with external regulators including CCNI ensuring statutory returns are submitted in a timely manner, including trustee appointments and resignations and annual returns.
- Ensure the register of interests for all Trustees is monitored and maintained in accordance with the Conflicts of Interest policy and Trustee declarations.

Volunteer Support

- Manage the Recruitment and Retention Officers in line with the priorities as set out in County growth plans.
- Collaborate with local commissioners, unit leaders, and volunteer teams to establish recruitment and retention needs and facilitate the opening of new units as appropriate.
- Establish targets for each County and ensure that monitoring and evaluation exercises are successfully completed for the Recruitment and Retention Officers.
- Support volunteers at all levels with any compliance, governance, recruitment and risk queries.
- Compile reports for GGU service awards and distribute to Counties as necessary.
- Celebrate and recognise volunteer achievements at all levels of the organisation.
- Conduct training needs analysis with Counties and the Ulster Training Co-ordinator.

Risk

- Effectively communicate and champion risk management across the organisation, to support volunteers to embed the agreed approach in their ways of working and co-ordinate actions across all teams.
- To lead on the management of mitigating risk, whether anticipated or emerging, and analyse trends.
- Liaise with the CEO to analyse and interpret complex performance measurement data together with identification of risk, benefits or opportunities for delivery and new ways of working and provide quarterly updates to the GGU Trustee board.

Person specification



Personal Qualities	Essential or Desirable
Relevant third level qualification and 2 years relevant experience in governance, preferably in a charitable setting, or 5 years relevant experience in governance, preferably in a charitable setting.	E
Experience of managing staff and building a good team ethic	E
Experience of working closely with senior managers and trustees, and successfully managing Board meetings and committees.	E
Excellent administrative, planning, and organisational skills, with the ability to assimilate and summarise information and place it within the wider context.	E
Excellent IT skills, including word processing, producing presentations and the setting up and storage of information through spreadsheets and databases.	E
Excellent organisational skills and ability to effectively prioritise work and balance competing demands.	E
Excellent verbal and written skills, including ability to draft accurate and succinct papers, strong attention to detail.	E
Ability to work without direct supervision and to prioritise own workload and multitask.	E

Person specification



Personal Qualities	Essential or Desirable
Excellent judgement and decision making on providing high quality advice to the chairs and senior leadership team on governance matters.	E
A strong and supportive team player with the ability to be flexible in response to shared team priorities and supporting colleagues in developing their understanding of governance.	E
The ability to deal sensitively with staff and volunteers and manage relationships.	E
Driving license and access to a car.	E
Experience of working with complex organisations with multiple stakeholders.	D
Knowledge of statutory and regulatory requirements for a charitable organisation.	D

Employment details



Contract Type

This is a permanent post for 35 hours per week. The post holder may occasionally be required to work additional hours, including evenings and weekends, for which time off in lieu (TOIL) will be provided. Overtime is not payable.

Location

This is a hybrid role, with attendance required at Girlguiding Ulster headquarters, 30 Station Road, Holywood, BT18 0BP, as well as travel across Northern Ireland. Occasional travel elsewhere within the UK may also be required in connection with the business of the charity.

Holiday Entitlement

The post holder will be entitled to 25 days' annual leave, plus public holidays. Girlguiding Ulster's offices close between Christmas and New Year. These additional closure days are provided in addition to annual leave entitlement

Pension

Girlguiding Ulster operates a Workplace Pension Scheme. Eligible employees will be automatically enrolled after three months' service. Employee contributions are 4%, matched by an employer contribution of 4%.

Pre-employment checks

The successful candidate will be required to complete a range of pre-employment checks as part of the appointment process.

- **Access NI and safeguarding**

All Girlguiding Ulster staff roles involve regulated activity on a frequent basis and therefore require an enhanced Access NI check. As Girlguiding Ulster is based at Lorne Estate Outdoor Adventure Centre, all staff may, at times, have the opportunity to be left unsupervised with children and young people. Outdoor activity staff are directly involved in the instruction and supervision of children and young people, while other staff may also undertake supervisory responsibilities as part of their role. Safeguarding and GDPR training is provided to all employees on appointment.

- **Health Questionnaire**

Following a successful appointment, the postholder will be required to complete a confidential health questionnaire. This enables Girlguiding Ulster to consider any reasonable adjustments that may be required to support the individual in carrying out the role, where appropriate.

What we offer



Life Assurance

Life assurance cover is provided from the date of joining under a separate policy.

Flexible Working

Girlguiding Ulster is committed to supporting employees to achieve a positive work-life balance and offers flexible working arrangements where appropriate.

Girlguiding or Other Volunteer Leave

We encourage our employees to play an active role in their communities. Employees may take up to five days' leave per year to volunteer with Girlguiding Ulster, or up to three working days per calendar year to volunteer with a registered charity of their choice.

Employee Assistance Programme (EAP)

Girlguiding Ulster provides access to a free, confidential and independent Employee Assistance Programme (EAP), available to employees and their immediate family members 24 hours a day, seven days a week. The service offers practical information, guidance and support, as well as access to up to eight counselling sessions where appropriate.

Car Parking

Free on-site parking is available for employees at Lorne Estate while at work.

Uniform

All staff are provided with a uniform and may choose from a range of style options.



How to apply



Please send your C.V to claire@girlguidingulster.org.uk. Ensure your C.V demonstrates what makes you suitable for the role. Please also include a covering letter which states which role you are applying for and how you meet the essential criteria.

A diverse workforce is important to us and therefore we request that you complete our Equality Monitoring Form which you can find [here](#).

The closing date is **Monday 5 October 2026 at 12pm**. We ask that you make your submission as soon as possible as we reserve the right to close vacancies at any time, when we have received sufficient applications.

Unfortunately, we are unable to give feedback to candidates not shortlisted for interviews. We do provide verbal feedback upon request to candidates interviewed.

Girlguiding Ulster values the differences that a diverse workforce brings and is committed to inclusivity, and to employing and supporting a diverse workforce. While Girlguiding's young members may be women only, our staff team is mixed gender. We welcome applicants from all backgrounds.

Please contact **Claire Flowers, CEO** if you need any further information:
claire@girlguidingulster.org.uk