



Application Pack

GOVERNANCE & VOLUNTEER SUPPORT MANAGER

Salary: £35,000 per year

Hours: 35 per week

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%.

Parking: Free parking is available at Lorne Estate. There is also easy access to public transport.

Reporting to: Chief Executive Officer

Contract: 3-year fixed term

Closing date: Monday 6 January 2025, 12:00pm



Welcome

Thank you for your interest in joining our team.

We are delighted that you are interested in applying for the role of **Governance and Volunteer Support Manager** with Girlguiding Ulster.

Girlguiding Ulster has a small, dedicated staff team who meet the needs of over 1500 amazing volunteer leaders and over 6,000 girls.

Our staff team provide a very varied service to the organisation which is rewarding, interesting and fulfilling. All team members enjoy promoting opportunities for girls and young women throughout Northern Ireland and we hope that you will share in this passion when working with us.

The Girlguiding Ulster strategy is clear. We will deliver an unrivalled girl-led experience, provide rewarding and flexible volunteering opportunities and be an inclusive and impactful organisation.

We are a great employer and hope that you will get a picture of what it would be like to work for us by reading the information in this pack.

We will be delighted to receive your completed application by the closing date of **12pm on Monday 6 January 2024.**

Yours sincerely,



Claire Flowers
CEO



About Girlguiding Ulster

Girlguiding Ulster is a branch of Girlguiding and is autonomous with full decision making and financial powers.

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

Lorne Estate, the home of Girlguiding Ulster is a well-established residential and outdoor activity centre based in Holywood, Co. Down. We have indoor accommodation for up to 90 guests, camping and glamping pods as well as an exciting range of outdoor activities including zip lining, climbing, archery and bushcraft. You can find more information at www.discoverlorne.org.uk



Girlguiding Ulster's Strategy

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

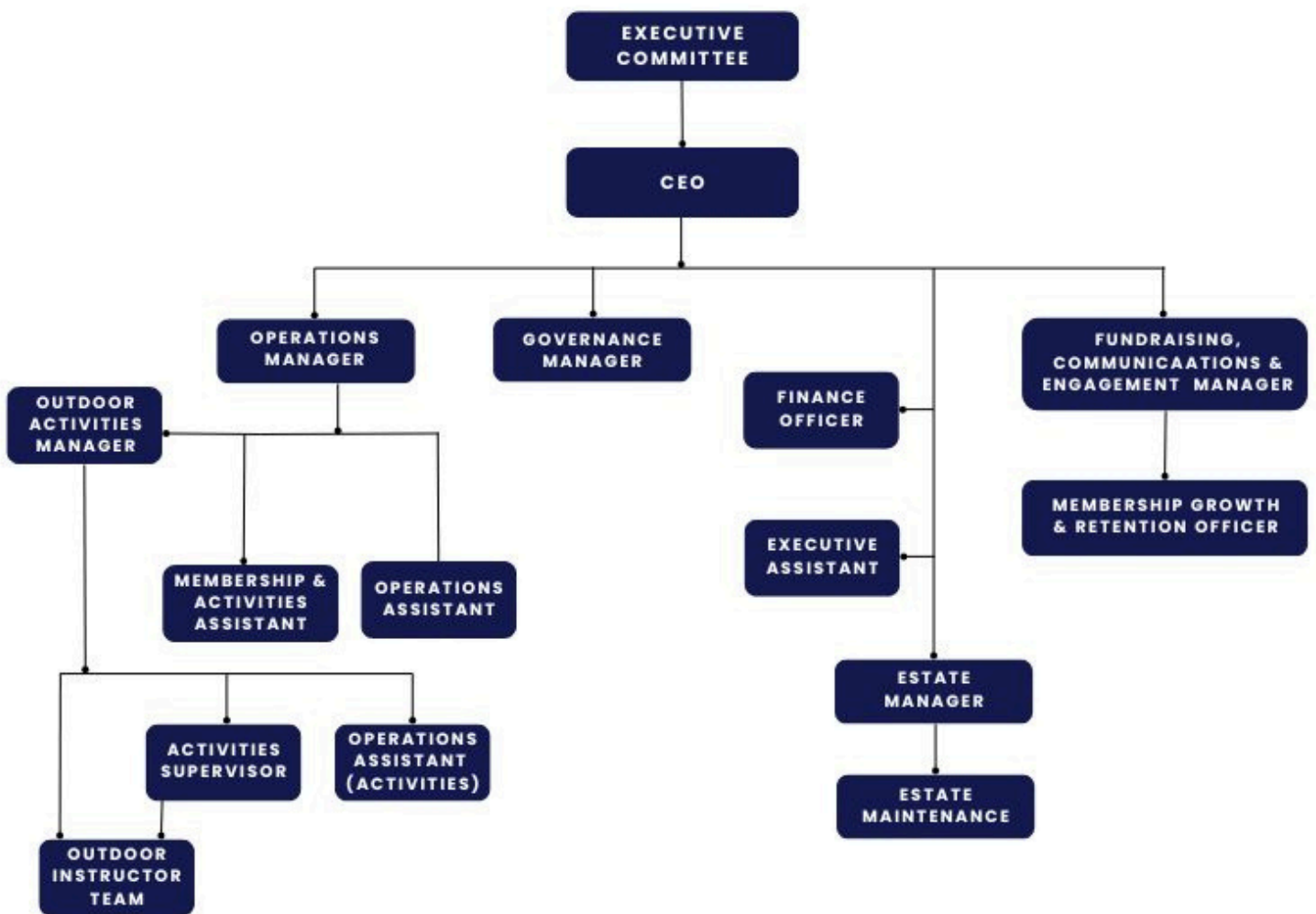
We want to make sure Girlguiding is fit for the future so we can continue to give girls great experiences. We will adapt how our organisation is designed and how we work to be the most effective organisation possible. We want our staff, volunteers and members to become One Team.



Our Structure

Girlguiding Ulster 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.

When we designed these values, we gathered employee feedback on the key behaviours that are required from all employees.

We looked at the organisation as it is now and how we can build towards a successful future for Girlguiding Ulster.



As you will see throughout this document we ensure 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.

The Role

Governance & Volunteer Support Manager

Salary: £35,000 per year
Reports to: CEO
Hours: 35 hours per week
Contract: 3-year fixed term

Overall Purpose of Job

Girlguiding Ulster has undergone a significant restructure, to streamline and ensure the future sustainability of the organisation. The main aim of this new role is to oversee all aspects of governance in relation to the organisational restructure, ensuring that Girlguiding Ulster are consistent in meeting all statutory and regulatory requirements.

As a regional headquarters organisation, Girlguiding Ulster provides support for four 'Counties', each of which is an independent charity in its own right, with its own Board of Trustees. Each County is run entirely by volunteers. Due to the voluntary nature of these roles, members require significant support and the Governance and Volunteer Support Manager will manage, guide, educate and co-ordinate all matters related to good governance in each County.

Within these four Counties, there is a sub-section of Districts, each of which are also a charity. Each District contains Rainbow, Brownie, Guide and Ranger units, totalling over 400 units. Each of these units are also charities, each registered individually with the Charity Commission. The organisational re-structure will require each County to set up as a new charity, register with the charity commission, form a new Board of Trustees, have a constitution, risk register, strategic plan, financial plan, growth plan, and undergo trustee training. Each new District will also need to adhere to the appropriate governance procedures.

Good governance is fundamental to our success as a membership organisation and a registered charity. Strong and effective governance ensures that the organisation is well managed. It helps us foster a culture of integrity, it improves accountability, drives continuous development and promotes the highest of standards. This role will be responsible for providing expert advice and support to volunteers, ensuring that Girlguiding Ulster and each County follows effective, transparent, and accountable charity and corporate governance procedures which comply with good practice and fulfil charity and statutory requirements.



ROLE DESCRIPTION

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.
- Attend Senior Management meetings.



ROLE DESCRIPTION (continued)

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.

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.



The Person

Criteria

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 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



The Person

Criteria (continued)

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 post is a permanent contract for 35 hours per week. The post holder will at times be required to work additional hours – including evenings and weekends for which time off in lieu (TOIL) will be available. Overtime is not paid.

Location

This will be a hybrid working role, with attendance required at Girlguiding Ulster HQ, as well as frequent across Northern Ireland. You may also be required to travel inside the UK on the business of the charity.

Holiday Entitlement

25 days of holiday per year plus bank holidays. Girlguiding Ulster's offices close between Christmas and New Year, and these additional days are gifted to staff.

Pension

We'll automatically enrol you into our Workplace Pension Scheme when you have worked with us for 3 months – you contribute 4% and we contribute 4%.

Medical Information and Access NI

Upon successful appointment you will be required to complete a confidential occupational health questionnaire so we can consider our ability to make any reasonable adjustments where advised.

All members of Girlguiding Ulster staff undertake regulated activity on a frequent basis and therefore require an enhanced Access NI check. Girlguiding Ulster is located at Lorne which is a Training, Activity, Camp and Residential Centre. This means that all staff have the opportunity of being left unsupervised with children and young adults. Outdoor Activity staff are involved in the teaching and training of children and all other staff have the opportunity to be in a supervisory role

Safeguarding and GDPR training is provided to all employees upon appointment.



How we value our people

Life Assurance

This cover is provided under a separate policy from the date of joining the organisation.

Flexible Working

We're committed to supporting you in achieving a great work/life balance.

Girlguiding or other volunteer leave

We want to encourage our employees to play an active part in their communities and offer up to 5 days per year which can be used to volunteer for Girlguiding Ulster. Alternatively, you can volunteer with a registered charity of your choice for up to 3 working days in a calendar year.

Employee Assistance Programme (EAP)

Our EAP is free and confidential independent help, information and guidance to you and your immediate family 24/7. It also offers up to eight counselling sessions.

Car Parking

All employees can park securely at Lorne Estate while they are working free of charge.

Uniform

All staff are provided with a uniform to wear and can choose from a number of different style options.



How to apply

Please forward a **C.V together with a covering** letter explaining how you meet criteria detailed in the person specification to claire@girlguidingulster.org.uk. Please ensure your C.V. includes a telephone number that we can reach you on.

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

If you fail to send both a C.V and supporting statement, your application will be rejected.

The closing date is **Monday 6 January 2025 at 12pm**.

Interviews will be held **Wednesday 15th January 2025**.

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 or would like to discuss this opportunity: claire@girlguidingulster.org.uk

