

volunteer role

lead volunteer
complaints and
compliance



Who can do this role?

You must be over 18 years of age. You should already be, or willing to become a member of Girlguiding. Becoming a member will involve completing AccessNI checks and GGUK safeguarding training.

This role is for a term of 3 years, with the potential for a 2 year extension at the discretion of the Chief Commissioner.

What is the purpose of this role?

In this role you will oversee all complaints and compliance concerns, allegations and disclosures within GIRLGUIDING ULSTER, and will be the key link to the complaints and compliance team at Girlguiding HQ. You will facilitate informal discussions to resolve local issues, identifying training needs or mentor support if necessary. Sometimes issues cannot be resolved at a local level, and in this instance you will manage the escalation to GGU and GGUK teams, and co-ordinate any investigation that is deemed necessary.

Some of what you will do:

You will:

- oversee all complaints and compliance concerns, allegations and disclosures in GGU
- Liaise with GGU Chief Commissioner, appropriate local Commissioner, relevant GGU senior management, and complaints and compliance staff at GGUK
- Investigate complaints in line with GGUK complaints policy
- attend quarterly online meetings with other Girlguiding Lead volunteers for complaints and compliance
- attend annual in-person GGUK conference (all relevant expenses will be re-imbursed)
- provide support to volunteers who will be asked to undertake difficult conversations by coaching and mentoring
- facilitate the Chief Commissioner to maintain impartiality and objectivity regarding cases
- ensure GGU Chief Commissioner and Trustees have awareness of complaints and compliance cases, and current emerging trends and themes

Skills and experience needed for the role

This role will sometimes require you to deal with emotionally challenging situations. There is also a strong element of procedure and record keeping. You do not need any specific qualifications, but some practical experience in a relevant environment would be desirable.

You will:

- have completed, or be willing to complete all relevant Girlguiding safeguarding training, including AccessNI checks
- have an understanding of confidentiality, GDPR, consent, mental capacity and other relevant legislation.
- have the ability to maintain professional boundaries in the role, and to communicate that to the volunteers you're supporting
- have the ability to maintain confidentiality and keep shared information safe
- be resilient, capable and willing to deal with challenging situations
- have excellent verbal and written communication skills
- be willing to travel to conduct meetings if required

Interested?

If you think this role is for you, we would love to hear from you. Please send your details via email, including your membership number to the **Chief Commissioner, Debbie McDowell – debbie@girlguidingulster.org.uk**.

Please answer the following two questions in your email:

Q1 Why would you like to do this role? (300 words max)

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

Please use the title 'Complaints & Compliance lead volunteer' in the subject line of your email.

Closing date: Friday 26 September 2025 at 5pm.