



Girlguiding
North East England
girls in the lead

**Application Information Pack
North East Region Office Manager
Girlguiding UK North East England**

Introduction to Girlguiding UK - North East England

Introduction to Girlguiding North East England

Thank you for your interest in the role of Region Manager.

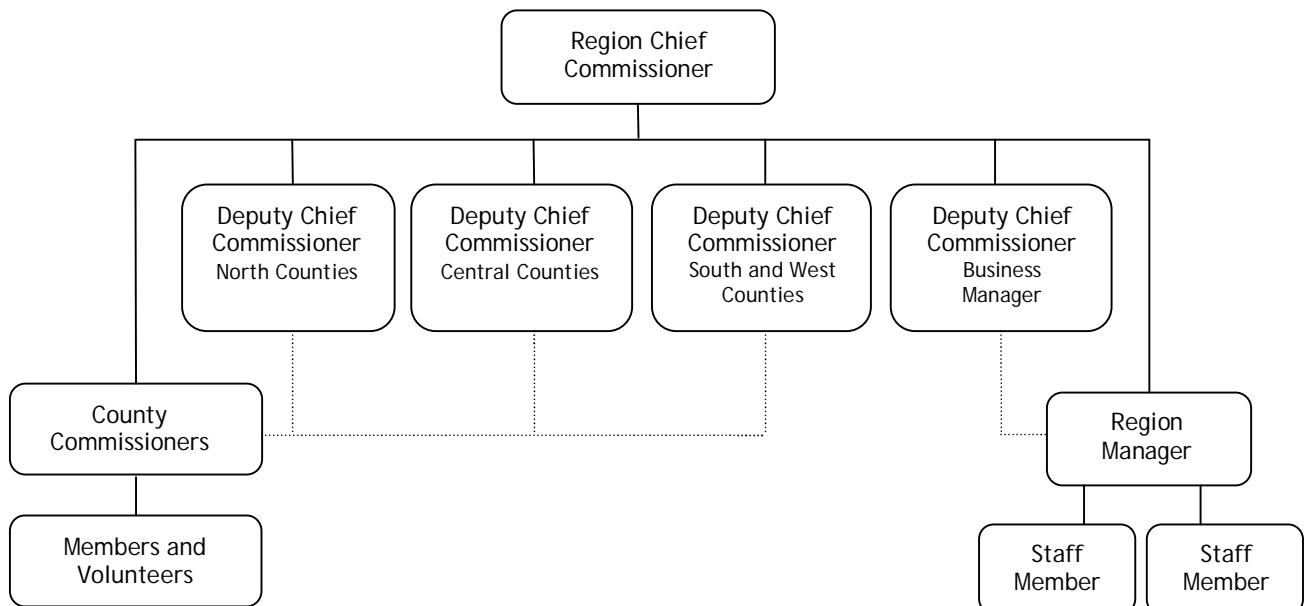
Please note that the information given in this pack is for information purposes only and does not form part of the terms or conditions of employment.

Girlguiding North East England is part of Girlguiding UK which is the largest voluntary organization for girls and young women in the UK with more than half of the female population involved in guiding at some point in their lives. Through a range of exciting activities and challenges, we provide opportunities for our members to gain self-confidence and self-esteem within a safe, female-only space.

There are around 59,000 members and recognised volunteers in the North East of England and the Region office serves as a central meeting place and administrative headquarters for the whole of the region. The Region stretches from Northumberland in the north to Lincolnshire in the south and across to the Lancashire and Cumbria borders.

The Region office currently has two full-time members and one part-time member of staff. The region office is a purpose-built office facility at Monks Cross with meeting rooms for up to 60 volunteers and office space for administrative staff. There are parking facilities on site for staff members.

North East England Organisational Chart



The role of North East Region Office Manager

Girlguiding North East England is recruiting a Region Manager. This role has two core functions:

- To be Manager of the Region office and its employees - requiring proven management experience and a commitment to developing the role of the Region office through identification and delivery of required services.
- To act as Personal Assistant to the volunteer Region Chief Commissioner and her deputies - requiring key skills in organisation and communication to enable the implementation of the plans made by the dedicated region team.

We are looking for an experienced office manager with an understanding of working in the voluntary sector, skilled at developing and maintaining a productive office environment. The job holder will be someone who is very good at building and maximizing working relationships at various levels, and able to confidently lead a small team to benefit the wider guiding community.

Both core elements of the role require the post holder to take responsibility, meet deadlines, ensure customer satisfaction, identify and maintain team performance and to develop and maintain high-quality systems and processes.

The role has first-point-of-call exposure across the North East England Region, and there is an expectation that staff and volunteers alike should feel supported and well-informed at all times by the Region Manager.

Applications

The closing date for applications is 30 September 2011. Please complete the application form and equal opportunities monitoring form and return them by email to NEEOpportunities@girlguiding.org.uk.

Only fully completed application forms will be considered; we do not require a copy of your CV. Candidates will be short listed on the basis of their application form. Those who are successful at this stage of the process will then be invited to attend an interview.

Unfortunately, we are unable to give feedback to those who are not short-listed; however, we will, if required, provide feedback to those who have attended an interview.

Interviews

Interviews will be held in an evening, during week commencing 17 October at Girlguiding North East England Headquarters, 7 Alpha Court, Monks Cross Drive, York, YO32 9WN.

Please note that it is not Girlguiding North East England's policy to reimburse applicants in respect of travel expenses to attend interviews.

Job Description

Job Title: Region Manager

Reports to: Region Chief Commissioner

Overall purpose of the role:

To manage the Region office and employees (currently two) to deliver the Region team plans while supporting the Region Chief Commissioner.

Main areas of responsibility:

- Ensuring key priorities of the Region are developed and delivered
- Day-to-day management of the Region office staff, including short and medium-term workload planning
- Raising the profile of the Region office
- Delivering a wide range of Personal Assistant duties and secretarial support to the Region Chief Commissioner and her deputies
- Attending, contributing to and producing minutes for relevant committee meetings
- Designing, producing and distributing region information, in conjunction with the Chief Commissioner, relevant committees and associated advisors
- Supporting and reinforcing the ethos of Girlguiding UK
- Assisting Advisors and volunteers with event planning and management
- Handling enquiries in a timely and effective manner

Knowledge

- Proficiently computer literate
- Good working knowledge of Microsoft Office, including Word, Excel and Outlook
- Knowledge and understanding of Girlguiding UK and its principles
- Awareness, acceptance and enforcement of health and safety obligations
- Understanding of child protection and safeguarding matters

Experience

- Proven people management experience
- Managing events
- Day-to-day working with Volunteers
- Driving license and own car

Skills

- Excellent communication skills - a clear, confident communicator with very good spoken and written English
- Confident and calm with staff and volunteers
- Proactive at picking up and leading tasks
- Experienced mentor - shares knowledge and experience
- Offering constructive and creative input to staff and region development
- Is never happy with 'second-best'
- Proactively builds great relationships
- Always accepts the overall responsibility for the office
- Proven abilities at networking
- Demonstrates discretion and judgment
- Willingness to do what needs to be done

Person Specification

	Essential or Desirable <i>(Measurement Method)</i>
Attributes	
Understands, embraces and effectively develops change within the organisation	Essential <i>(Interview)</i>
Sets and insists on the highest standards - and continually strives to improve self and staff	Essential <i>(Interview)</i>
Ability to form good working partnerships with staff and volunteers	Essential <i>(Application form & Interview)</i>
Can be given broad instruction and left to get on with it without micro management	Essential <i>(Interview)</i>
Oversees the work of others - helps people and ensures team success	Essential <i>(Interview)</i>
Open minded, empathetic and embraces diversity	Essential <i>(Interview)</i>
Able to delegate well - knows what should and should not be delegated and how to track and support delegated work	Essential <i>(Application form & Interview)</i>
Multi-tasker, can drive, and work productively on range of issues	Essential <i>(Application form & Interview)</i>
Proficient with process - knows what can and can't cut out, and is efficient and organised	Essential <i>(Application form & Interview)</i>
Capable, confident and assertive (when necessary) with complexity and the unfamiliar	Essential <i>(Application form & Interview)</i>
Team leader and team player	Essential <i>(Interview)</i>
Always makes productive use of in-between project work time	Essential <i>(Interview)</i>
Good facilitation skills - can confidently run a meeting and resolve an issue by facilitating the inputs and actions of others	Desirable <i>(Interview)</i>
Computer Skills	
Computer literate - must be adept in Microsoft Office 2010, particularly Outlook, Excel and Word; plus competent at formatting and sending documents correctly and appropriate internet usage	Essential <i>(Application form & Interview)</i>
Literacy and Numeracy	
Experience of managing and monitoring budgets	Essential <i>(Application form & Interview)</i>

Experienced in the production of a variety of literature including letters, event flyers/information, spreadsheets and emails	Desirable <i>(Interview and Sample)</i>
Management Ability	
Able to be decisive and take, when necessary, unpopular decisions and not afraid to have hard conversations e.g. with a poorly performing staff member	Essential <i>(Application form & Interview)</i>
Mentoring and sharing knowledge and experience	Essential <i>(Interview)</i>
Experience in successfully managing a small team	Desirable <i>(Application form & Interview)</i>
Understands and interprets working and learning styles	Desirable <i>(Interview)</i>
Experience of recruitment	Desirable <i>(Interview)</i>

Terms & Conditions

Contract Type

This is a full-time permanent post

Location

The position will be based at the Girlguiding North East England's Headquarters, 7 Alpha Court, Monks Cross Drive, York, YO32 9WN

There will be requirement for you to travel extensively within the NEE region and occasionally to other areas of the UK on business. The post holder is required to have a full UK driving licence and regular access to a reliable vehicle.

Salary/Rate

The salary is £22,440 - £27,540 per annum

Working Hours

The core hours are 35 hours per week. This will include up to two evenings per week and Saturdays. You will be required to work at times other than and in addition to your normal hours of work. Specific working patterns will be negotiable.

Probationary Period

The post will be subject to a probationary period of at least six months

Medical and Criminal Records Check

This post involves substantial access to young people and it is a requirement under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 that you may be required submit a criminal record disclosure application to the Criminal Record Bureau.

Holidays

22 days' paid holiday per annum plus bank holidays. This increases after two years' service (as on 1 January) to 23 days and then a further day for every two years of service, up to a maximum of 27 days for ten years' service and above.

Notice Period

The notice period required by both parties, following a minimum 6 month probation period, is either one calendar month or 1 week for each complete year (up to a maximum of 12 weeks), whichever is the greater.