

**Information and application pack**

Senior partnerships and events officer

Maternity cover/ 12 months FTC role

part time

 28 hours per week

Based near Coltishall, Norwich

Hybrid working available, minimum 60% office based.

Closing date: Thursday 12 October 2023

# Overview

**Girlguiding Anglia is recruiting a senior partnerships and event officer (maternity cover) to support the region event and Hautbois office manager in leading their team. Working with the executive team, trustees, staff members, and lead volunteers, it is an interesting and diverse role within our fast paced and forward-thinking organisation.**

The right candidate will have the opportunity to work within a collaborative and creative environment whilst also having the autonomy to complete regular tasks and one-off projects.

We are looking for someone with an enthusiastic and positive outlook who can bring to the role a variety of skills and experience across key areas including:

* Supporting staff across departments to help ensure all our members and guests receive a first-class customer experience.
* Ensuring all processes and procedures fit best practice and are fit for purpose, developing them as needed.
* Managing and developing self and a small team.
* Delivering against objectives using data to highlight priorities, ensuring delivery is within budget and in line with the organisation’s environmental and sustainability objectives.

The job requires someone who enjoys a varied working day and thrives from managing diverse priorities and tasks in a positive and pro-active manner.

Based at the region office in the stunning Norfolk countryside, Girlguiding Anglia is committed to supporting our staff to achieve a good work/life balance and will offer flexible working options where feasible and in line with business needs. There will be a degree of evening and weekend working to support the committee cycle.

We also offer team members free car parking, office drinks and snacks, increasing holiday allowance based on years’ service and modern IT and working facilities.

If you have any questions regarding this role and person specification or would like to discuss the opportunity further, please contact Laura Cluley.

**For more information contact**

laura.cluley@girlguiding-anglia.org.uk

01603 737357 option 1

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| **Job Description**  |

**Post: Senior partnerships and events officer (maternity cover)**

**Responsible to: Anglia Executive Committee and subcommittees**

**Line management: Region events and Hautbois office manager**

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| **Purpose** |
| In a volunteer led organisation the role of the senior partnerships and events officer is to work closely with the trustees, lead volunteers from the membership experience committee, the Hautbois & estate committee and the executive team to ensure the effective and efficient operation of the events team and the Hautbois activity centre operations team. |

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| **Main duties for the post:**The duties are likely to vary so an ability to work flexibly will be essential. |
| To deliver admin support and a high-quality service as required, working closely with other members of the region team and volunteers.• To support staff across departments to help ensure all our members and guests receive a first-class customer experience.• To ensure all processes and procedures fit best practice and are fit for purpose, developing them as needed.• To manage and develop yourself and your team.• To deliver against objectives using data to highlight priorities, ensuring delivery is within budget and in line with the organisation’s environmental and sustainability objectives.The exact tasks will vary, and flexibility is key, but will include the following: |
| **Administration** |
| * Handling general administrative duties, including managing incoming phone calls and collaboratively overseeing shared email inboxes
* Assist in maintaining and managing booking system
* Update and manage 5-year plan spreadsheet
* Extract, analyse, and present data to support planning and delivery
* Implement and maintain standard operating procedures
* Produce professional letters, emails, and other correspondence. Ensure all communications reflect Girlguiding’s brand guidelines and tone of voice
* Manages the end-to-end bookings process, maintaining clear communication with customers to ensure a smooth and customer-focused journey from initial enquiry through to visit
* Manage a varied and dynamic workload through strong time management and prioritisation skills
* Develop, implement, improve and maintain effective administrative procedures and systems
* Collaborate with key staff to ensure clear, consistent communication around bookings and customer requirements, including participation in weekly team meetings and ongoing updates
* Contribute to the growth of the customer base in alignment with the organisation’s strategic goals
* Ensure volunteers are well-supported and that associated administrative tasks are completed efficiently and on time
* Create meeting agendas as required and write meeting minutes up in a timely manner
* Schedule and invite staff and volunteers to meetings. Create doodle poll for availability if needed. Distribute minutes accordingly
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| **Event, partnership & booking coordination** |
| * Delivering a successful event programme in line with the 5 year plan
* Assist in the management and coordination of all events and visit bookings
* Communicate event requirements clearly with internal teams
* Assist with setting up, running, and packing down events
* Arrange suppliers, equipment, and additional resources with support from the region events and Hautbois office manager
* Support post-event evaluations and collate participant feedback. Make recommendations to improve event provisions as required
* Communicate and coordinate with lead volunteers and event volunteers before and during events to ensure smooth delivery and support
* Support the region events and Hautbois office manager in planning and tracking event budgets
* Assisting with inductions and handovers of staff and work experience individuals and supporting them through a transition period as required
* Support with budgetary responsibility for events, working collaboratively with lead volunteers and key officers within the organisation and with external stakeholders
* Cultivate and sustain strong, positive relationships with both new and existing partners by fostering open communication, mutual trust, and shared goals to support long-term collaboration and strategic success
 |
| **Customer care and liaison** |
| * Respond to phone, email, and social media enquiries (hello@ events@ and international@ inboxes)
* Deliver exceptional in-person and digital customer care
* Collect and collate feedback from customers, reporting back to the senior team
* Occasional attendance at weekend and evening meetings supporting lead volunteers to take minutes (advance notice given)
* Partake in regular meetings supporting the volunteer teams: international and walking catch ups (6 weekly), region office meeting (6 weekly), outdoor advisors and MEC
 |
| **Leadership** |
| * Provide a culture that motivates staff to deliver high-quality service
* Encourage collaborative working across departments to strengthen regional offerings
* Inspire and support the team to meet targets and understand their contribution to strategic aims
* Identify, engage, and secure new partnership opportunities, aligning with organisational goals and creating compelling proposals and reports
* Provide 1:1 support for team members and assist with appraisal and objectives
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| **All Anglia region office staff will be expected to:** |
| * Build and maintain good working relationships with all colleagues and volunteers across Girlguiding
 |
| * Take reasonable care for the health and safety of self and others. Co-operate fully with the management of the company regarding Health and Safety legislation allowing that duty or requirement to be carried out or complied with
 |
| * Keep confidential all matters relating to Girlguiding Anglia in accordance with current legislation, including storage and release of digital information and data
 |
| * Ensure Girlguiding Anglia promotes a positive, professional image at all times
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| * Be an active team member, taking on additional responsibilities where appropriate to support others and promote excellent customer service
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| * Be able to evidence Girlguiding’s values at all times, which underpin Girlguiding’s mission of ‘being our best’
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| **Additional information** |
| This role will require working some weekends and weekday evenings, time off in lieu will be given. Flexible working and working from home, to be agreed. |

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| **Line Manager** | Region events and Hautbois office manager |
| **Working Hours** |  28 hours per week |
| **Location** | Girlguiding Anglia Region Office, 5 -7 Gt Hautbois Road, Coltishall, Norfolk, NR12 7JN  |
| **Contract type** | Maternity cover – 12 months fixed term |
| **Salary**  | £21,340.00 (£26,675 FTE) |

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational needs and changes as they occur. You will also contribute to the wider corporate and organisational needs of Girlguiding Anglia.

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|  **Person Specification** |

| **Factor** | **Essential** | **Desirable** | **Method of assessment** |
| --- | --- | --- | --- |
| Education and qualifications  | * Maths and English to level 2 or equivalent (GCSE grade C or above)
 | * Educated to higher education level or equivalent
 | Checking original certification |
| Experience: | * Managing high volumes of tasks
* Excellent computer skills including experience of MS Office suite.
* Working to challenging deadlines
* Working with a wide range of different audiences
* Line management duties for team members
 | * Previous experience of administrative support and office procedures
* Line management within department team
 | Via application form and verified by references. Through appropriate questions and answers at interview.  |
| Ability to  | * Demonstrate an understanding of and consistently working to the values of Girlguiding
* Demonstrate tact and diplomacy
* Demonstrate discretion and handle confidential data appropriately, in line with GDPR regulations
* Be proactive and take the initiative.
* Manage own work priorities to meet deadlines
* Multitask and have good organisational skills
* Demonstrate good oral and written communication skills
* Work as a team member as well as on own initiative
 |  | Via application form and verified by references. Through appropriate questions and answers at interview. |
| Knowledge of | * Excellent attention to detail
* Work flexibility and adapt priorities as priorities change
* Digital sharing platforms
 | * Adobe Professional Suite
 | Via application form and verified by references.Through appropriate questions and answers at interview. |
| Committed to | * Joint working to achieve the overall aims of Girlguiding Anglia
* Supervision and appraisal
* Participation in team meetings and reflective discussions.
* Promoting Girlguiding Anglia and our services at all times
 |  | Via application form and verified by references. Through appropriate questions and answers at interview. |
| Additional requirements  | * Weekend and evening working as required
 | * Ability to drive and have access to a car
 | Checking original certification.Via application form and interview. |

**Explanation**

When completing the enclosed application form, please be aware that the person specification will be used in determining the shortlist for interview.

Only information provided by you on the application form can be used when making this decision.

# Application form

Role applied for:

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| **Personal Details** |
| First name(s) |  |
| Surname (family name) |  |
| Home address (including postcode) |   |
| **Contact details**  |
| Phone  |  |
| Email |  |

## Declaration by applicant

I confirm that the information in this application form is correct. I understand that any false information or deliberate omissions which may impact upon or affect my ability to perform this role will disqualify me from employment or may render me liable for dismissal.

I agree that the information I have supplied can be stored digitally or held manually following UK General Data Protection Regulations.

I consent to Girlguiding Anglia (and their professional advisers) using and keeping information I have provided on this application form or elsewhere as part of the recruitment process and/or personal information supplied by third parties such as referees, relating to my application or future employment. The privacy notice can be [viewed on Girlguiding Anglia’s website](https://www.girlguiding-anglia.org.uk/privacy-policy).

I understand that the information provided will be used to decide my suitability for employment and if successful the information will be used to form my personnel record and will be retained for the duration of my employment. If I am not successful, I understand that Girlguiding Anglia will retain my information for up to 6 months after which time it will be destroyed.

By submitting my application, I consent to all of the above.

## Employment History

Starting with your present or most recent job, please give a summary of all employment, including any freelance and relevant unpaid/voluntary work. Please continue on another sheet if needed.

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| **Present employment** |
| Name and address of employer: Dates of employment: Job title: Brief details of your responsibilities |
| Notice required in current position:  |
| **Employment history** |
| Name and address of employer: Dates of employment: Job title: Brief details of your responsibilities: |
| Name and address of employer: Dates of employment: Job title: CleanerBrief details of your responsibilities: |
| Name and address of employer: Dates of employment: Job title: Brief details of your responsibilities: |

# Qualifications and training

Starting with the most recent, please give details of your education, qualifications and training relevant to this application.

**Qualifications**

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| Dates | Name of educational institution or training provider | Qualifications obtained including grades, and/or training relevant to the application |
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**Training**

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| Dates | Name of educational institution or training provider | Qualifications obtained including grades, and/or training relevant to the application |
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Please note, should you be offered employment we may ask you to provide evidence of relevant qualifications.

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| **Skills, abilities, and experience**Using the job description and person specification please outline the skills, experience, and knowledge you have to deliver this role. |
| **Final statement**Why would you like us to consider you for this role? |

## References

Please give the full details of **two** referees, including your present employer where applicable. Personal or academic referees should be given only when there is no previous employer to which reference can be made.

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| Reference 1 |
| Name |  |
| Position |  |
| Telephone |  |
| Email |  |
| Relationship to you |  |
| Can references be taken up before the interview? |  |

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| Reference 2 |
| Name |  |
| Position |  |
| Telephone |  |
| Email |  |
| Relationship to you |  |
| Can references be taken up before the interview? |  |

# Other

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| Please tell us where you saw the role advertised  |
| Referred by a member of staff |
| UK Work Restrictions |
| Are there any restrictions on you taking up employment in the UK?  |  |
| Do you need a work permit to take up employment in the UK? |  |

Return your application by:

Email to: hr@girlguiding-anglia.org.uk

Or by post, marked private and confidential to:

Vacancies at Girlguiding Anglia. 7 Great Hautbois Road, Coltishall, Norwich. NR12 7JN

**Closing date for applications:** 31 October 2025

Interviews: week commencing 03 November 2025

Should you not receive an acknowledgement within 48 working hours of sending your application please contact us at 01603 737 357 (option 1).

# Equality and Diversity Monitoring

Girlguiding Anglia wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and role applicants in encouraging equality and diversity.

We want everyone to feel comfortable and supported when applying to join Girlguiding Anglia. If you have a disability or think you might need any adjustments during the recruitment process, just get in touch with our HR officer at HR@girlguiding-anglia.org.uk

We are happy to discuss how we can best support you.