Managing volunteer enquiries

Girlguiding North East England

I have a new volunteer enquiry!

Find the volunteer enquiry on GO
You can find the volunteer enquiries tab under level support on GO.

Contact the enquirer
Girlguiding ask volunteer enquiries are contacted within 7 days. You can make contact via email, text, or through GO.

Mark the enquiry as contacted
Click the action button and select 'mark as contacted'. Select a 'contacted date' and click 'update'.

Leave a note
Click the action button and select 'view/add notes.' Make a note of how and when you contacted the enquirer, and leave your name or initials.

I've not heard back yet
If you've not heard back after 7 days, send a follow up message. Try to make contact three times using two different methods.

I've had a reply
Discuss different potential roles with the enquirer.

The enquirer is not going to join this time
Send them a warm goodbye message end their enquiry. Do this on GO by clicking the action button and selecting 'decided not to join'.

The right opportunity is outside of my area
Click the action button and select 'refer to another unit'. If you are in a district or division, you can also select 'refer to county' to move the enquiry up to county level.

I've found the right opportunity for my volunteer
Great! Click the action button and select 'confirm volunteer role'. Select the level they will be volunteering at and the role type. Select a start date and click 'update'.

Success!

Remember to remind your new volunteer about completing recruitment checks, and scan the QR code for more information about welcoming new volunteers.

Managing young member enquiries

Girlguiding North East England

I have a new enquiry!
Unit main contact will get an email alert when a new young member enquiry is made.

Find the enquiry on GO
You can find the young member enquiries tab under your unit on GO.

Contact the parent
Girlguiding ask young member enquiries are contacted within 21 days. You can make contact via email or text.

Mark the enquiry as contacted
Click the action button and select 'mark as contacted'. Select a 'contacted date' and click 'update'.

Leave a note
Click the girls's name and click 'add note'. Make a note of how and when you contacted the parent and leave your name or initials.

I've not heard back yet
If you've not heard back after 7 days, send a follow up message using a different contact method.

I've had a reply

Decided not to join
Click the action button, select 'decided not to join' and select the most appropriate reason.

Enquirer is too young for section

Add to waiting list
Let the parent know when their daughter may be able to start. Click the action button and select 'add to waiting list'.

Enquirer is old enough for section

Unit has a space

Unit is currently full

Arrange first unit meeting
Agree with the parent when the child can attend her first unit meeting. Click the action button and select ' meeting arranged'.

Share new starter form
New starter forms for each section can be found on the Girlguiding website. Ask the parent to fill in the form before they leave their child at their first unit meeting to ensure you have essential information.

Refer to another unit
If there is another suitable unit, offer this to the parent as an alternative. If they would like their child to attend that unit instead, click the action button and select 'refer to another unit'.

Decided not to join
Click the action button, select 'decided not to join' and select the most appropriate reason.

Young member is ready to join unit
After two unit meetings, you should activate the young member's role on GO. Click the action button and select 'confirm role'. The young member will then be allocated a membership number. Update the young member's GO record with the information on their new starter form and destroy the paper copy.

Link to new starter forms