Job Description

WORLD ASSOCIATION OF GIRL GUIDES AND GIRL SCOUTS

Title:	Membership & Regions Administrator
Responsible to:	Membership and Regions Operations Manager
Location:	México
Key Working Relationships:	Membership & Regional Support Team

Job Purpose:

To support the Membership and Regional Support (MaRS) Team and WAGGGS Regional Committees by ensuring efficient administration, systems, and processes, while assisting in the coordination of services for Member Organisations across regions, with a particular focus on the Arab, Asia Pacific, Africa, and Western Hemisphere regions of WAGGGS.

Key Responsibilities:

1. Provide operational and administrative support to the MaRS Team:
    - Prepare and issue grant letters and requisition forms as required.
    - Draft correspondence to Member Organisations (MOs) and respond to email enquiries in a timely manner.
    - Provide translation and proofreading support in WAGGGS official languages for organisational documents and communications.
    - Process and coding of staff and volunteer expenses.
    - Process invoices in compliance with relevant organisational policies, and internal guidelines.
    - Support the preparation and maintenance of presentations, templates, information materials and team documentation, while coordinating MaRS reporting.
2. Maintain the Member Organisations database and related systems (CRM, Campfire, SharePoint Team Space, etc.), ensuring information is accurate, complete, up to date and consistently organised across WAGGGS platforms.
3. Work closely with MaRS and other teams to ensure data accuracy and integrity; coordinate database access and assist the review and improvement process of document management.
4. Support membership fee administration. Maintain accurate membership fee and payment records, support follow-up on outstanding payments and repayment plans, and assist with Membership Fee Support Fund applications and related communications.

5. Develop reports and support data analysis. Compile, analyse and present membership and operational data, producing regular and ad hoc reports and summaries to support decision-making, planning and reporting requirements.

6. Support the annual membership census and membership surveys, including coordination with regional teams, analysis of findings, and preparation and dissemination of internal and external reports.

7. Maintain and update membership-related information, guidance and resources across the WAGGGS website, Campfire and other relevant platforms and documents, ensuring content is accurate, consistent and up to date.

8. Support the Language Service Team with effective planning, communication and collaboration, while maintaining clear processes and resources to deliver high-quality language services.

9. Coordinate translation and interpretation requests, monitor progress, and provide guidance and support to language volunteers and external language providers to ensure high-quality, timely and accessible multilingual communication.

10. Provide support for the preparation and delivery of WAGGGS governance events and consultation processes.

11. To be responsible for and able to evidence own personal development by undertaking relevant training, attending meetings, conferences and events ensuring that you are updated in all matters relevant to the role within your Personal Development Plan agreed with your manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements.

The job description will be reviewed regularly and may be subject to change.

Person Specification

Area:	Essential:	Desirable:
Qualifications:	• At least 1 year of relevant administrative, database management, data analysis, or reporting experience. • Strong data analysis and reporting skills, with the ability to turn data into clear and useful insights.	• Professional qualification in Business Administration, Information Management, Data Management, or related fields.
Experience:	• Experience with database management systems, CRM platforms, data-management or collaborative tools. • Experience working in an international or non-profit organisation with project delivery across multiple countries would be an advantage. • Experience of working with staff and volunteers across cross-functional teams.	• Experience working with or within Girl Guiding/Girl Scouting organisations
Skills and Knowledge:	• Ability to develop regular and ad hoc reports, dashboards and data summaries to support decision-making. • Understanding of data protection, confidentiality and information management principles. • Good written and verbal communication skills, including the ability to present data clearly to non-technical audiences • Excellent MS Office skills.	• Advanced proficiency in Microsoft Excel, including pivot tables, formulas, data validation and data analysis. • • Subject matter experience of gender • equality, girls' empowerment.
Personal Qualities:	• Proven strong organisational and time-management skills, with the ability to manage multiple deadlines. • Proven ability and resilience to operate in an organisation with a complex governance structure and set of relationships, and to manage challenging workloads. • Pro-active team player, with the ability to work independently while collaborating effectively with different teams and stakeholders. • Culturally sensitive and adaptable, with a positive attitude toward navigating complex organisational dynamics.	

Person Specification

Area:	Essential:	Desirable:
	• Strong attention to detail and ability to identify data discrepancies, gaps and trends. • Creative approach to work • Able to work in a fast-changing environment	
Other Requirements:	• Fluent in spoken and written English and Spanish. • Occasional work outside regular office hours	• French writing skills
Working for WAGGGS:	• Able to demonstrate a commitment to and be a role model for WAGGGS' organisational values of: Member Driven; Brave; Inclusive; Empowering; Transparent; Professional. • A passion and commitment for issues affecting girls and young women on a global level, and demonstrable ability to engage with girls and young women, either through a professional or personal background.	

Special Notes:

None