



# The General Service Offices



# General Service Office

10 Toft Green, York



# Northern Service Office

Baltic Chambers, Glasgow



# Southern Service Office

1 Raven Wharf, London



# What is GSO and what does it do?

- Responsible for executing the objects of the charity – The General Service Board of Alcoholics Anonymous (Great Britain) Limited
- Communication Hub
- AA's Administrative Centre providing national services for the Fellowship
- Literature Distribution Centre



# Some of the Services to the Fellowship include:

- AA Service News, Share & Roundabout
- Accounts monthly, quarterly & annually
- Annual Report & Conference Reports
- Mail-shots to the Fellowship
- Acts as a hub for National PI initiatives & events
- Group, Intergroup & Regional Records
- Fellowship Books & Pamphlets
- Service literature & material
- Where to Find & other directories
- Archives
- European Service Meeting
- Board projects
- Production of a variety of CDs & DVDs



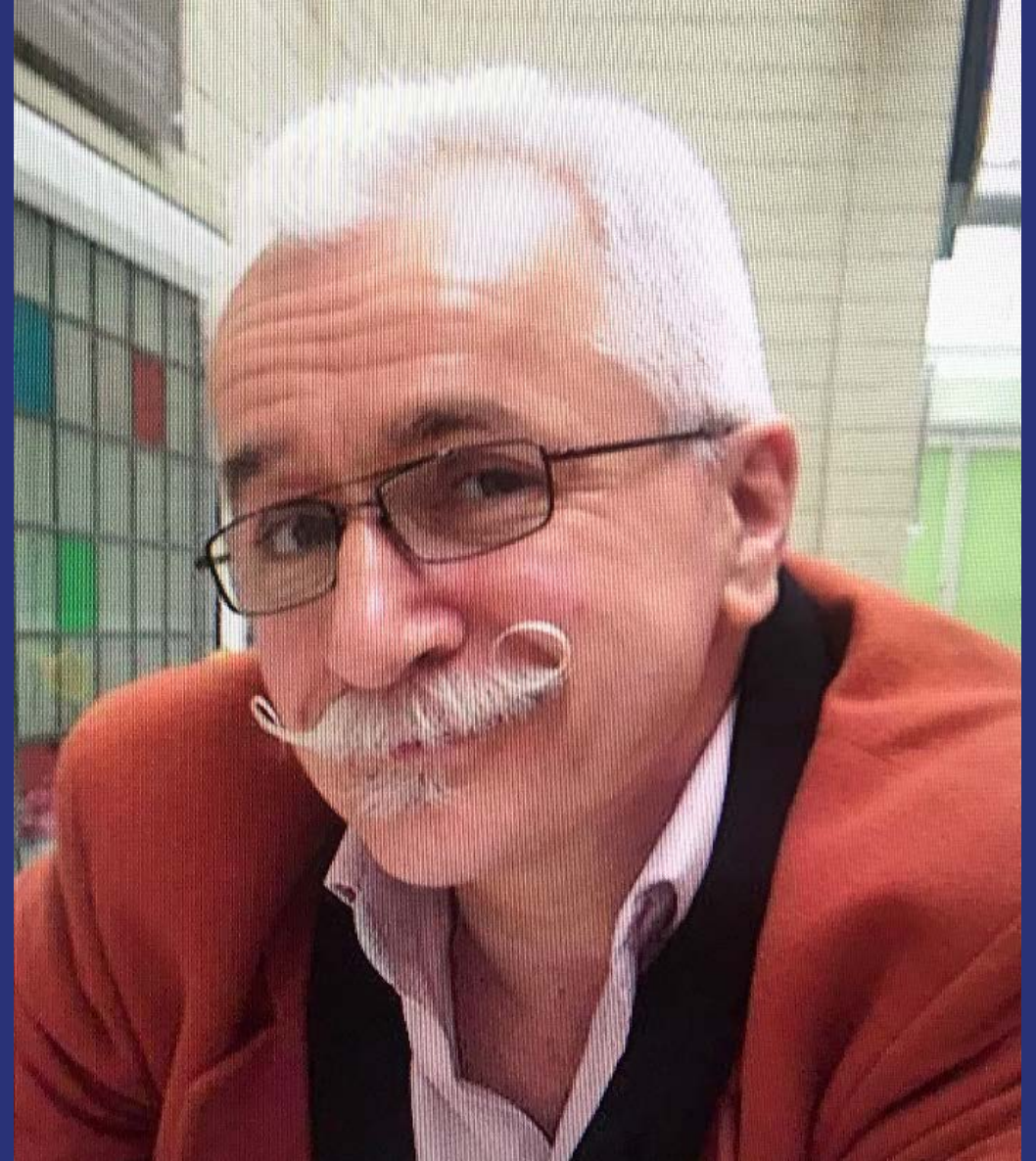
# How many staff members are there at GSO, NSO & SSO?

- GSO in York - York- 11 full-time & 5 part-time members of staff
- NSO in Glasgow - 2 part-time members of staff
- SSO in London - 1 full-time & 1 part-time members of staff



# Jean Pierre SSO Administrator

- Acts as first point of call for the media and professional bodies
- Acts as initial contact for Members Regions
- Writes and submit reports as required
- Assists with the preparation on the annual Westminster Event
- Supports Fellowship services and the London Telephone Service
- Supports GSB Trustees involved in service
- Oversee the work and supports the Administrative Assistant





# Lucile

## Assistant SSO Administrator

- Acts as first point of call for the media and professional bodies
- Acts as initial contact for Members Regions
- Writes and submit reports as required
- Assists with the preparation on the annual Westminster Event
- Supports Fellowship services and the London Telephone Service
- Supports GSB Trustees involved in service
- Oversee the work and supports the Administrative Assistant



# Anne-Marie NSO Administrator

- Runs the Northern Service Office, satellite office of GSO, based in Glasgow, covers UK and Europe.
- NSO is a working office, members are welcome to visit if pre-arranged.
- NSO has a small archives display, video, banners and exhibits from The Worlds First Ever AA Exhibition in an Art Museum.
- Looks after all of the AAmail email administration and always happy to help members through the process of registering.



# Helen

## NSO Administrator

- Answering phones
- General enquiries
- Assists with running of NSO
- Updates Scottish Group details
- Types up articles for Share & Roundabout magazines
- Assists with the preparation on the annual Scottish Parliament Event



# Ranjan General Secretary

- Company Secretary, Chief Executive
  - to the Board and General Secretary to
  - the GB AA Fellowship, Secretary of the
  - European Information Centre
- Overview of dealings between the
  - offices and the Fellowship
- Communications from within & outside
  - the Fellowship:
    - Problems
    - Questions
    - Ideas & suggestions
- Attends Board Meetings/Conference/European Service Meeting



- Strategy for efficient administration of all offices
- Putting projects into action through Management Team
- Deals with all legal aspects of the General Service Board including consultation with the Charities Commission and Companies House



# Steve Reception

- Answering phone & greeting visitors
- General Correspondence
- Office photocopying
- Prison Postal Service
- Information packs for students etc
- Media Database input & PI Newsletter
- Follow-up letters after outside events
- Arranging outside talks via Intergroup & Regional officers
- Generally keeping reception/communication ticking over



# Julie Administrator

- Share & Roundabout Admin
- Subscriptions
- Liaison with Editorial Teams
- Distribution of minutes
- Updating subscription databases
- Share Calendars & Diaries
- Share articles
- Packing Share & Roundabout
- Compilation of Calendar of Events
- Financial & general reports for Share & Roundabout



# Caroline

## Accounts Assistant

- Cash book entries
- Sales ledger entries
- Credit Control
- Nominal receipts analysis coding
- In memory contributions for AASN
- Processes all literature orders
- Online orders and PayPal
- Posts cash book
- Accounts filing



# Emma

## Fellowship Research & Projects Administrator

- Fellowship Enquiries
- Archives
- Production of all AA CDs
- Press & Media enquiries
- Health & Safety
- Copyright issues
- Proof reading
- Literature update



- General Service Board Projects
- Announcements in various publications





# Mandy Management Accountant

- Year End financial statements in compliance with Charity Commission Guidelines
- Day to day financial processing:
  - Upkeep of Purchase Ledger
  - Payment of suppliers
  - Upkeep of cashbook
  - Monthly payroll
  - Quarterly VAT returns
  - Petty cash



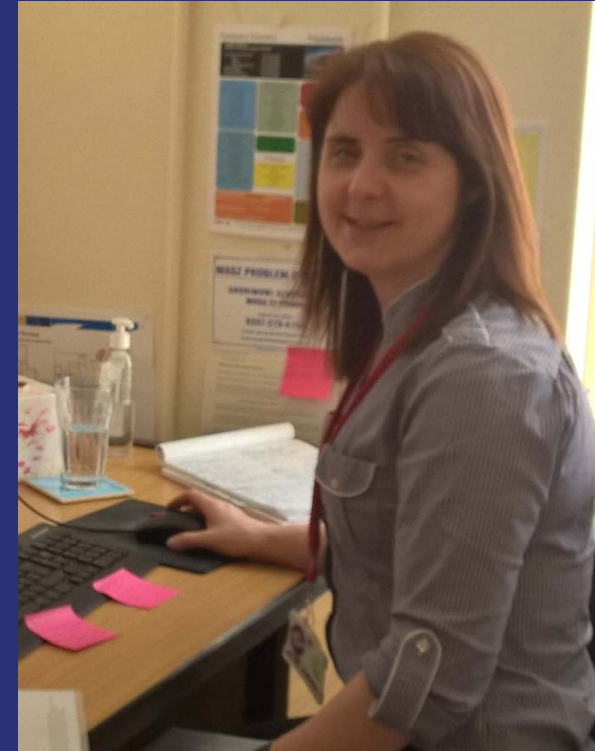
- Ad hoc: Inland Revenue – repayment claims
  - Gift Aid administration
  - Dealing with Auditors
- Management Accounts monthly & quarterly for GSB
- Financial Administration for ESM & Development Funds



# Jenny

## Board Administrator

- PA to General Secretary
- General Service Board & Executive Correspondence & Presentations
- Arranges accommodation
- Preparation of Annual Report
- All Board Administration
- Seminar Co-ordination
- Arranges Board Meetings, takes minutes



- Correspondence for Liaison Meetings
- European Service Meeting assistant



# Chris

## Records Administrator

- Updates all Group, Intergroup and Regional records
- Liaison with SSO & NSO to co-ordinate information
- Preparing lists of groups for use of professionals when requested
- Full preparation of all directories for printing
- Daily update of Where to Find on Website
- Group News items for Share
- Chasing up contacts
- Preparing internal reports including group statistics



# Graham, Des & Paddy Literature Department

- Pack all literature orders
- Prepare dockets for Parcel Force
- Stock maintenance & monthly stock records
- All mail & office postage
- Dealing with all literature enquires
- Utilising database records
- Organising mass mail collections i.e. AASN etc



# Literature Department

- Ordering of literature from AA World Services
- Liaison with accounts about stock & reprints
- Loading and unloading boxes and mail sacks
- Stock taking at least every quarter
- Dispatch of display stands for outside events



# Gillian

## Web Content Manager

- Managing a transition to a new industry standard platform for the website.
- Improving the scalability and future-proofing the website.
- Improving the SEO aspects of the website, including mobile responsiveness.
- Bug fixing all sorts of little issues with the web design agency
- Checking out of date content and links
- Looking into the feasibility of a secure API feed from the main office database for Meeting Finder.



# Sharon

## Technical & Events Manager

- Conference Steering Committee
- Production of Conference Reports
- General Service Conference Co-ordinator
- IT Systems manager for the three offices
- Updating the AA website
- Oversee AA Service News
- Co-ordination of National Outside Events
- Proof Reading
- Preparation of GB literature and pamphlets for printing



# Sophie Office Manager

- Full oversight of the administrative working of GSO. Answering queries & overcoming problems
- Responsible for HR & staff welfare in conjunction with the General Secretary
- Preparation of literature files for production
- Assistant GB Conference Co-Ordinator
- European Service Meeting (ESM) Co-Ordinator
- Administration of Westminster & Welsh Parliamentary events







Any questions?

