



The General Service Offices of AA



General Service Office (GSO)

10 Toft Green, York



Northern Service Office (NSO)

Baltic Chambers, Glasgow



Southern Service Office (SSO)

Unit B, 15 Bell Yard Mews
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



During a typical week GSO, NSO & SSO receive:

- 80 items of postal Mail
- 500 telephone calls
- 50 visitors
- 3500 emails

Last year the offices received nearly 22,000 telephone calls and over 165,000 emails.



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

- GSO in York - York- 10 full-time & 6 part-time members of staff
- NSO in Glasgow – 1 full time & 2 part-time members of staff
- SSO in London - 3 part-time members of staff



Lucile

SSO Administrator

- Acts as first point of call for the members in London and the surrounding areas
- Monitors and maintains office systems to ensure smooth operations
- Assists with the preparation on the annual Westminster Event
- Supports Fellowship services and the London Telephone Service
- Supports GSB Trustees involved in service
- Assists in the updating in design of Conference approved literature to the AA family style



Catherine & Patrick

Assistant SSO Administrators

- Answering phones
- General enquiries
- Assists with running of SSO
- Supports the London Telephone Service
- Updates the Where to Find and daily Where to Find when notifications received
- Processing literature sales through the SSO shop



Anne-Marie

NSO Administrator

- Runs the Northern Service Office, satellite office of GSO, based in Glasgow, covers UK and Europe
- Acts as first point of call for the members in Scotland and the surrounding areas
- Administers AAmail email accounts and always happy to help members through the process of registering
- Works with the editor to design AA Service News
- 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



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



Sean

NSO Administrator

- Answering phones
- General enquiries
- Assists with running of NSO
- Updates Scottish Group details
- Types up articles for Share & Roundabout magazines
- Along with Anne-Marie administers AAmail email accounts



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
- Administers the Prison Postal Service
- Arranging outside talks via Intergroup & Regional officers
- Generally keeping reception/communication ticking over
- Updates the Continental European Meeting database
- Records regional and intergroup minutes for our archives



Julie

Administrator

- Co-ordinates the production of Share & Roundabout magazines
- Administers subscriptions
- Liaison with Editorial Teams
- Distribution of minutes
- Updating subscription databases
- Share Calendars & Diaries
- Packing Share & Roundabout
- Compilation of Calendar of Events
- Financial & general reports for Share & Roundabout



Caroline

Accounts Assistant

- Processes all online/PayPal orders
- Answers queries relating to orders, payments, legacies and more
- Downloads bank statements daily and responsible for coding these
- Dealing with Sum-up payments
- Nominal receipts analysis coding
- In memory contributions for AASN
- Accounts filing



Emma

Fellowship Research & Projects Administrator

- First point of call for fellowship enquiries
- Works with the archives sub-committee and acts as the link between the Fellowship and the Borthwick Institute
- Deals with press & media enquiries
- Acts as secretary to the Survey Sub-Committee
- Oversees literature copyright issues
- Public Announcements
- Health & Safety Office for the charity
- Production of all AA CD/DVDs



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
- All Board Administration
- Organises Board, Executive meetings, regional liaison meetings, and seminars
- Acts as the central point for correspondence for all these meetings
- Arranges accommodation and travel for all events
- Attends and takes minutes at Board meetings
- Preparation of the charity's Annual Return
- Assistant at conference and the European Service Meeting
- Administers the nomination process for trustees and sub-committee members



Chris

Records Administrator

- Updates all group records
- Updates Intergroup and Regional records
- Produces Confidential Directory
- Updates Where to Find on Website daily
- Liaises with SSO & NSO to co-ordinate information
- Prepares London Where to Find
- Group News items for Share
- Preparing internal reports including group statistics



Des, Joe & Sammie Literature Department

- Processing all orders of conference approved literature
- Packing and dispatch of packets and parcels
- Dealing with all literature enquires
- Processing returns and tracking orders
- Stock maintenance
- All mail & office postage
- Cash and card sales from office visitors
- Organising mass mail collections such as Share & Roundabout



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
- Maintaining a clean & safe environment



Gillian

Web Content Manager

- Liaising with and managing external agencies connected to the 24/7 running of the website.
- Improving the scalability and future-proofing the website.
- Improving the SEO aspects of the website, including mobile responsiveness.
- Bug fixing any technical issues with the web design agency.
- Updating & editing the website sections as appropriate, translating requests for additions or changes into functional instructions for the web development agency.
- Monitoring, analysing and reporting website performance using Google Analytics and Google Console.



Graham Online Administrator

- To manage and maintain the Image-bank using Lightroom
- Checking and maintaining stock levels on a regular basis
- Keeping product information on the online shop up to date
- Password administrator for the Online Confidential Directory



Sharon

Technical & Events Manager

- General Service Conference Co-ordinator
- Conference Steering Committee
- Production of Conference Reports
- IT Systems manager for the three offices
- Updating the AA website
- Oversee AA Service News
- Manages the online Confidential Directory
- 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
- Responsible for HR & staff welfare in conjunction with the General Secretary
- Updating current literature and oversee updating new literature to the AA family look
- Assistant GB Conference Co-Ordinator
- European Service Meeting (ESM) Co-Ordinator
- Administration of Westminster & Welsh Parliamentary events
- Answer data protection queries from staff and fellowship
- Administering disclosure checks for online responders



How to contact us?

General Service Office (GSO)

- Alcoholics Anonymous, PO Box 1, 10 Toft Green, York, YO1 7NJ
- Tel. 01904 644026 (Mon to Thu 9am to 5pm – Fri 9am to 4.30pm)
- Email: aainformation@gsogb.org.uk

AA Southern Service Office (SSO)

- Unit B, 15 Bell Yard Mews, London, SE1 3TY
- Tel. 020 7407 9217 (Mon to Fri 10am-4pm)
- Email: sso@gsogb.org.uk

AA Northern Service Office (NSO)

- Room 101, Baltic Chambers, 50 Wellington Street, Glasgow, G2 6HJ
- Tel. 0141 226 2214 (Mon to Fri 9am-5pm)
- Email: northernserviceoffice@gsogb.org.uk





Any questions
please get in
touch!

