



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)

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



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- 13 full-time & 3 part-time members of staff
- NSO in Glasgow – 1 full time & 2 part-time members of staff
- SSO in London - 1 full-time & 2 part-time members of staff



Ems 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

- Answering phones
- General enquiries
- Assists with running of SSO
- Supports the London Telephone Service
- Will be responsible for updating literature to the new 'family style'
- Dealing with media calls



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



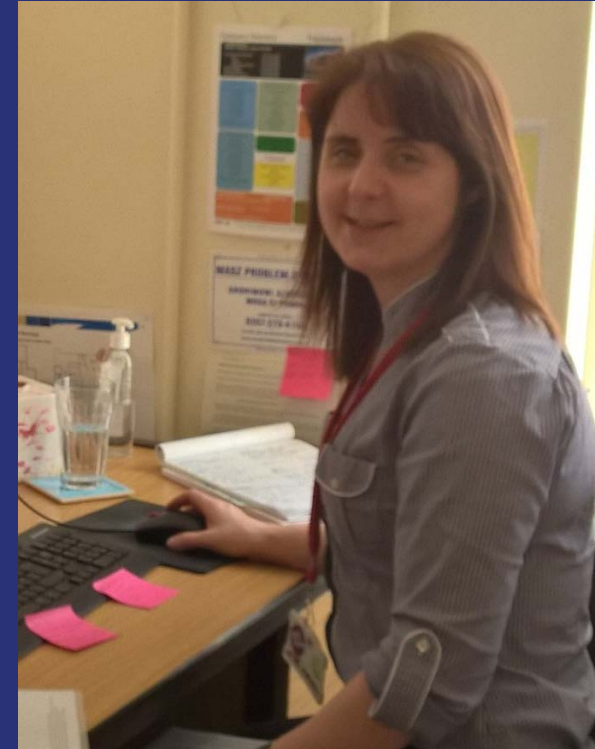
- Ad hoc: Inland Revenue – repayment claims
 - Gift Aid administration
 - Dealing with Auditors
- Management Accounts monthly & quarterly for GSB
- Financial Administration for ESM & Development Funds



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



Des, Paddy & Sammie Literature Department

- Pack all orders of conference approved literature
- 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.



Graham Online Administrator

- Updating the AAGB website as required
- Responsible for the online shop
- Responsible for creation and administration of the online picture database using Lightroom
- Password administrator for the Online Confidential Directory
- Stock manager



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
- Co-ordinating DBS checks for ORS 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 10am-2pm, Tue – Fri 9am – 5.30pm)
- 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!

