

## Is this for you?

St John has embarked on a journey to achieve the goal of ensuring that every community and young person across the country is first aid confident. We are looking for a leader with a passion for local volunteering and helping communities to inspire and support volunteers on this journey across your county.

- Are you passionate about providing all St John People with equal opportunities for training and development?
- Do you have experience in managing high-level processes to ensure consistency and quality?
- Are you motivated to help volunteers grow, thrive, and deliver meaningful impact within their communities?

If so, the **County Education and Volunteer Experience Lead** role could be the perfect opportunity for you to make a difference.

## The impact you will have

As Education & Volunteer Experience Lead, you will play a vital role in ensuring a positive and meaningful experience for all St John People. Your efforts will:

- **Enhance the volunteer journey:** Ensure the volunteer journey is robust, fair, and enjoyable, fostering an environment where everyone feels valued and supported.
- **Inspire delivery and growth:** Motivate and empower Community Networks to achieve their delivery goals, while supporting the implementation of effective and impactful community plans.

Expected time commitment	This role requires a commitment of 5-8 hours per week. We encourage flexible arrangements such as role-sharing or co-leadership, and you'll have the opportunity to review your volunteering pattern with your line manager to ensure it suits both your needs and those of the organisation.
Volunteer expenses	Travel and subsistence expenses will be covered in accordance with our policy. If you have childcare or caring responsibilities that might prohibit you from applying, then please speak to us so we can find a solution that works.
Line managed by	County Commissioner
Tenure	Three-year term
Line reports	County Education and Volunteer Experience Team, likely made up of officers for volunteer training, community education, community campaigns, volunteering campaigns, inclusion and retention etc.
Other close relationships	National Education and Volunteer Experience Team and Communities of Practice Community Services Leads and Volunteer Experience Leads in Community Networks

## What you would be responsible for

- **Being an active member of the County St John Council:** Supporting the Commissioner and members of the County Council in your specialist area.
- **Promoting sustainability:** Empower the use of sustainable and ethical practices to support St John's commitments to environmental and financial sustainability.
- **Supporting community plans:** Assist Networks in writing and implementing effective community plans that align with organisational goals.
- **Volunteer recruitment and onboarding:** Ensure volunteer leaders follow the recruitment and onboarding processes to provide a smooth and consistent experience for all new volunteers.
- **Welcome and induction:** Support volunteer leaders in delivering an effective welcome and induction process to ensure volunteers feel valued and prepared for their roles.
- **Reward and recognition:** Contribute to the reward and recognition programme, including co-ordinating communications and managing the provision of certificates.
- **Managing volunteer transitions:** Ensure volunteer leaders follow the leavers process to provide a positive and supportive exit experience.
- **Training and development:** Facilitate internal training opportunities to enable volunteers to achieve qualifications, maintain their skills, and remain deployable.
- **Promoting education and engagement:** Actively promote and support free and paid education and engagement activities being delivered in communities and schools.
- **Supporting national campaigns:** Actively promote and contribute to the success of national campaigns, ensuring alignment with St John's priorities and initiatives.

## The skills, knowledge and experience you will need

We are looking for a passionate leader who can bring energy and vision to this role, while recognising that not all skills come from traditional leadership roles. We welcome applicants who have the potential to grow and develop in certain areas.

Here's what we're looking for:

### Essential:

- **Leadership experience:** Proven ability to facilitate meetings, lead teams and inspire volunteers to achieve shared goals.
- **Relationship-building:** A collaborative approach, and experience developing effective partnerships with local organisations and communities.
- **Facilitation skills:** Strong communication skills to guide volunteers through training and processes, with proficiency in managing group dynamics, building consensus, and delivering presentations, workshops, and meetings confidently.
- **Planning skills:** Experience in creating schedules for recruitment, onboarding, and training, with strong attention to detail to ensure processes are completed accurately and proficiency in using planning tools to monitor progress and address risks effectively.
- **Ethical behaviours:** Commitment to fostering an inclusive and compassionate leadership culture.
- **Budget management:** Some experience of working with budgets.
- **Communication skills:** Skilled communicator who can liaise with local leaders, customers and national communities of practice and delivery

## Desirable (areas where we can support your development):

- Experience leading geographically spread teams or working with remote groups.
- Skills in coaching and mentoring, or an interest in building these skills.

## What will be the learning, development and support provided

We are committed to providing ongoing support and development for the right candidate in this volunteer role, offering opportunities to grow and succeed as a leader. Training and support provided:

A welcome programme introducing you to the project, your role, and the wider leadership group. Training on key St John policies relevant to your position, ensuring you are equipped to navigate our guidelines and procedures.

Safeguarding training tailored to your responsibilities, ensuring the safety and protection of all those we serve.

Development opportunities in leadership and management, empowering you to grow as a leader within St John.

Access to mentoring to support your personal and professional growth.

Provision of service delivery and ceremonial uniform to represent St John in your role. This leadership role comes with a six-month probationary period, during which you will receive dedicated support to achieve the necessary competency assessments, setting you up for success in your role.

## Screening requirements

Right to volunteer check

- References
- DBS check
- Full employment history

## Equity, diversity and inclusion

St John Ambulance is committed to increasing the diversity of our teams and making sure we best reflect the diversity of the communities we serve. We want this commitment to be reflected in the diversity of the people who work with us. **We welcome expressions of interest from people from all backgrounds and identities.** At St John, everyone is valued and supported to thrive; we have several networks including the Armed Forces, Multicultural, Disability and Accessibility, Pride, Family and Carers, and Women's networks. We do not tolerate any form of discrimination and engender a sense of belonging for all, by creating an environment of mutual respect, where we value unique differences and demonstrate authentic allyship. We believe passionately in equity, diversity and inclusion.

## Conflict of interest

Volunteers must disclose any potential conflicts of interest, such as family relationships, financial interests, personal relationships, or employment roles that could affect their objectivity and decision-making. All leadership roles will undergo conflict-of-interest assessments. If a conflict arises, we will work together to resolve it. If a satisfactory resolution can't be reached, we may need to re-evaluate your suitability for this role.

## Our values

This role requires the volunteer to embrace the organisation's vision and values, which are:  
**Communities that preserve and protect life through volunteering for health and first aid.**

The way we do things as a charity is underpinned by our 'HEART' values. We expect all our people to uphold and apply these values in all they do.



**HUMANITY**



**EXCELLENCE**



**ACCOUNTABILITY**



**RESPONSIVENESS**



**TEAMWORK**

This role is exempt from the provisions of the Rehabilitations of Offenders act.

This role profile is intended as an outline indicator of general areas of activity and will be amended considering the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

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**Date of preparation:** 17/12/2024