Network Operational Support Lead

VOLUNTEER ROLE PROFILE

Is this for you?

Are you passionate about ensuing that the right equipment, is in the right place, at the right time, and at the right cost? Medical equipment and devices enable St John Ambulance to deliver Community First Aid, Event Medical provision, Urgent & Emergency Care and training.

Impact

As the Network Operational Support Lead you will be responsible for ensuring that equipment is maintained and store appropriately, and that events and activities within your community network are resourced appropriately. This role is critical to enabling St John people to deliver services within the St John Community Networks.

Expected time commitment	20-25 hours per month
Line managed by	Network Lead

What you would be involved in (responsibilities)

- Ensuring consumables within the network area of operation are stock checked regularly in line with approved levels
- Ensuring equipment is stored, deployed, faults are reported and made available for service in line with St John procedures and manufacturer's instructions
- Responsible for ensuring that medicines are stored, checked, and deployed in line with St John procedures
- Ensuring vehicles within the network area are stored, deployed, faults are reported and made available for servicing in line with St John processes and policies.
- Mentoring and developing volunteers to deliver operational support activities
- Allocation of operational support tasks and assets to support impact activity.
- Responsible for working with other networks by sharing of assets as and when required.
- Empower the use of sustainable and ethical practices to support St John's commitments to environmental and financial sustainability.
- Accountable for ensuring regular health and safety checks for building within your network portfolio are conducted in line with Health & Safety regulations.
- Join in with the Operational Support national community of practice to share best practices, advocate for volunteer interests and concerns, and lead on the communication and implementation of national initiatives.
- Provide support too colleagues within the network who seek guidance on how to use the Pro-cloud asset management system.

You will need to have the following (personal specification)

- Excellent communication and interpersonal skills, with an ability to engage stakeholders from other functional areas.
- Data and numerical literacy to facilitate management of stock.
- Good organisational and administrative skills, with ability to work on own initiative.
- Ability to work flexibly, sometimes working on more than one project at a time.
- Ability to use Microsoft applications and other computer-systems at an intermediate level

Training and support provided

Mandatory training:

- Welcome programme introducing you to the project & wider charity.
- Training in appropriate SJA policies and procedures, including safe storage of equipment.
- St John Safeguarding training relevant to your role.
- Infection prevention control training
- CQC level 1
- Moving and handling online + using sack and pallet trucks
- Demonstrator
- FleetCheck, Bellrock and Pro-cloud systems (including training at management level)
- Event Planning processes & DIPS
- 3-hour Essential First Aid Course.

Optional training opportunities:

- Further training and development opportunities can be accessed through your line manager.

SJA will provide uniform in this role.

Screening Requirements

- Right to Volunteer check.
- Enhanced Child & Adult Workforce DBS.
- Two references.

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 Multi Culture, Disability and Accessibility, Pride, Family and Carers and Women's groups. 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.

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.

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.

Prepared by: Joe Shaw **Date of preparation:** April 2025