

## 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 sharing **best practices and expertise** and helping communities to inspire and support volunteers on this journey through our **Community of Practice – Internal Communications & Engagement**.

As a Community of Practice Lead, you will play a vital role in shaping how specialist volunteers contribute to St John Ambulance's mission, helping to establish and maintain standards of excellence. If you enjoy empowering others and driving positive change, this could be the perfect role for you. We need someone who is committed to equity, diversity, inclusion, and the fostering of a **value-based leadership** culture. If this sounds like you, perhaps the role of Community of Practice Lead role, at St John Ambulance, could be perfect for you.

## Role summary

As a Community of Practice Lead, you will oversee a **Community of Practice – Internal Communications & Engagement**, ensuring it meets its objectives of improving volunteer impact, collaboration, and performance. You will work closely with National Advisors, Directors, and volunteers to design and implement best practices within your functional area. Your leadership will contribute to a more connected, skilled, and high-performing volunteer network across the charity.

<p><b>Expected time commitment</b></p>	<p>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.</p>
<p><b>Volunteer expenses</b></p>	<p>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.</p>
<p><b>Accountable to</b></p>	<p>National Advisor, People &amp; Culture Director of People &amp; Culture Internal Communications &amp; Engagement Partner</p>
<p><b>Line reports</b></p>	<p>Community of Practice Officers</p>
<p><b>Tenure</b></p>	<p>Three-year term.</p>

## **The impact you will have**

Your leadership will be instrumental in creating a thriving community where volunteers feel developed, valued, and empowered. By fostering collaboration and sharing expertise, you will help improve service delivery, enhance volunteer experience, and greatly impact the overall success of St John Ambulance. Your work will ensure the community aligns with both national, county and network goals, creating long-lasting improvements for patients, services and communities.

## **What you would be responsible for**

- Enabling a network of people with similar skills or expertise to collaborate and deepen their knowledge and expertise at a communal level, to help ensure that key messages, successes, and stories are effectively shared throughout St John.
- Creating an inclusive and safe space for learning and collaboration, where volunteers can share ideas and experiences without fear of judgment.
- Actively promote and practice inclusive leadership, ensuring that all voices are heard and that diversity within the community is embraced.
- Foster a culture of continuous learning, encouraging volunteers to share their expertise, learn from one another, and apply that learning in their work.
- Collaborate with national advisors, directors, and peers to align the community's work with wider organisational goals and county and network needs.
- Harness the collective expertise of the community to solve problems, innovate, and develop best practices in communications and engagement that can be shared with other teams and regions.
- Ensure that the learning and best practices developed within the community are shared widely to have a broader impact on patient care and community support.
- Facilitate workshops, meetings, and discussions where volunteers can engage, learn, and develop their skills in a supportive environment.
- Evaluate and reflect on the community's progress, adjusting the approach as needed to maximise the community's impact.

## **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:**

- Experience working in Internal Communications & Engagement.
- Experience in leading or managing teams, ideally within a volunteer or community setting.
- Strong collaboration and facilitation skills, with a focus on creating inclusive, safe spaces for dialogue and learning.
- Excellent communication skills to engage a diverse group of volunteers and stakeholders.
- Ability to harness collective expertise and translate learning into wider, scalable impact.
- Problem-solving and innovation skills, with the ability to lead the community in finding creative solutions and best practices.

### **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

- Inline with current recruitment policy

### 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.

<b>Prepared by:</b> Helen Pressman	<b>Date of preparation:</b> December 2025
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