

VOLUNTEER ROLE DESCRIPTION

REGIONAL CONTROL SERVICES OFFICER

Guide, Advise and support on Control Services related matters within the Events Department across the entire region. Work alongside the Regional Technical Communications Officer to provide the advice and guidance on an event by event basis to the District Event Communications Officers and Events Team

Expected time commitment: 30 hours a month
Function: Operations
Line managed by: Regional Event Communications Lead

WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- Provide single point of contact for matters associated with control resources, personnel & management.
- Design control room configuration, in association with event communications team and event planner, including channel loading and staffing.
- Maintain a listing of all event controllers & event control managers within the region.
- Advise on command & control for event and coordinate with the regional events team, in the planning of control requirements for all category 3+ events.
- Liaise with the Regional Event Communications Lead & Regional Technical Communications Officer to ensure relevant equipment, channels and repeaters are booked and available.
- Advise the regional events function on control related matters & document all local processes.
- Ensure all National policies are implemented and adhered to.
- Liaise with outside organisations as necessary.
- Liaise with the training department on training, development & mentoring of event controllers, event control managers and any other control related roles.
- Perform any other duties commensurate with these responsibilities, the management level of the post and skills and qualifications of the post-holder.

WHO WE ARE LOOKING FOR (PERSON SPECIFICATION)

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| • Able to communicate effectively, both verbally and in writing, with a variety of people. | <i>Required</i> |
| • Educated to GCSE level or equivalent (Grade C) | <i>Required</i> |
| • Evidence of Further Education | <i>Desirable</i> |
| • Emergency Control Centre Operation Course or equivalent | <i>Desirable</i> |
| • Ability to work on own initiative | <i>Required</i> |
| • PTTLLS or Equivalent | <i>Desirable</i> |
| • Control Manager experience within St John | <i>Required</i> |
| • Event Management experience within St John | <i>Desirable</i> |
| • Lead a Team within St John | <i>Desirable</i> |
| • Operational Experience 5+ Years | <i>Desirable</i> |
| • Knowledge of control related policies | <i>Required</i> |

WHAT YOU WILL GET FROM THIS ROLE

- Opportunity to fulfil a new role within St John Ambulance and develop the control services role.
- Wider knowledge of the organization and other service delivery teams externally.

ROLE SPECIFIC EXPECTATIONS

- ***This role is exempt from the provisions of the Rehabilitations of Offenders Act.***
- Willingness to adapt and learn new skills
- Willingness to travel within the region
- Work as part of the wider Event Communications Team
- Ensure that standards are met and maintained always.

SCREENING REQUIREMENT FOR ROLE (CATEGORY TWO)

This role requires the following pre-volunteering screening checks:

- Occupational Health (including driving if appropriate).
- Professional Registration (PIN) check.
- Two written references.
- Identity and right to volunteer checks.
- Interview.

TRAINING & SUPPORT PROVIDED

The training we will provide for you in your first few months is as follows:

- Welcome programme introducing you to the charity.
- Role specific training.
- Clinical training. (If desired)
- Training on appropriate IT systems such as DIPS.

The training we will provide for you in your first six months is as follows:

- Driver training (if applicable).
- Training in SJA policies
- Introduction to Safeguarding

SJA will provide workwear (a uniform) appropriate to the role including footwear.

OUR VALUES

This role requires the volunteer to embrace the organisation's vision and values, which are:

'Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders.'



This role description 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: Tom Wright / Volunteering

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