

# VOLUNTEER ROLE DESCRIPTION

## REGIONAL IT SUPPORT LEAD

This role will be responsible for delivering efficient IT services to the region within the operating boundaries of SJA policy and procedure and direction of the IS&P directorate. The IT services you will be responsible for delivering are primarily user support, providing and implementing ICT equipment, enforcing national policy and procedure, and providing a two-way communication channel between IS&P and the National IT Manager(s).

**Expected time commitment:** 20 hours a month minimum (primarily Evenings and Weekends)

**Function:** Volunteer IT

**Line managed by:** National IT Manager

### WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- Manage and recruit, regional IT teams ensuring all roles and responsibilities are filled
- Plan and prioritise adequate resources and ensure they are consistently delivered, configured, and installed for all operational events.
- Responsible for the management of various hardware, software, networking, and telephony components, ensuring compliance with all SJA policies and procedures and relevant approval mechanisms.
- Responsible for implementing, running, and continually improving effective IT management processes and procedures.
- Create, deliver, and manage a highly available service support structure for IT within the region, catering for different and changing need.
- Responsible for clear communication regarding IT services too relevant and required levels.
- Develop and support the mentoring of volunteers in the use of general software and SJA IT systems.
- Maintain and manage strong productive relationships with IS&P and regional management team
- Using available skills and knowledge investigate and identify service solutions and needs to propose structured and detailed case to IS&P for inclusion in Service catalogue via relevant process.
- 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>  |
| • Ability to use Microsoft® applications at intermediate level                             | <i>Required</i>  |
| • Ability to work under pressure and prioritise in a changing environment                  | <i>Required</i>  |
| • Knowledge of IT tools and technologies used within SJA.                                  | <i>Desirable</i> |
| • Knowledge of ITIL framework  | <i>Desirable</i> |
| • Strong knowledge of Radio Communications and related resources used within SJA events.   | <i>Desirable</i> |
| • Understanding of current St John Ambulance policies and procedures                       | <i>Desirable</i> |

### WHAT YOU WILL GET FROM THIS ROLE

- People and project management skills; first aid training, mentoring skills.
- IT Skills and Best Practise

### ROLE SPECIFIC EXPECTATIONS

- Flexible approach to work load.
- 'Can Do' attitude to problem solving
- Bring Your Own Device (BYOD) and Internet access from home

## SCREENING REQUIREMENT FOR ROLE (CATEGORY TWO)

This role requires the following pre-volunteering screening checks:

- Occupational Health (including driving if required).
- 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.
- First Aid training.
- Introduction to Safeguarding Level 1
- Training on appropriate IT systems such as DIPS.

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

- Additional technical training for role.
- Driver training (if applicable).
- Training in appropriate SJA policies

SJA will provide workwear (a uniform) appropriate to the role excluding footwear and you will wear a 'Support' role bar when undertaking this role.

## 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:** National IT Manager(s)

**Date of preparation:** 12<sup>th</sup> September 2017