

1. Job details	
Job title	HR Advisor (Volunteers)
Salary band	Band 5
Accountable to	Regional HR Manager

2. Job summary
Advise and support managers in the whole range of SJA people processes including recruitment, induction, VDRs, discipline and grievance. Help managers improve the volunteer experience at SJA by effectively managing and developing the District HR officers.

3. Main duties and responsibilities	
1	Provide advice and guidance on HR policies and processes to managers.
	Manage the District HR Officers, providing them with clear guidance to enable them to support the District teams in managing volunteers.
2	Help managers resolve issues with volunteers quickly and informally without recourse to formal grievance or discipline wherever possible.
3	Provide support and assistance to managers in the recruitment and induction of volunteers.
4	Assist managers with disciplinary and grievance cases, including attending hearings as note-taker.
5	Liaise with the HR Admin Centre to ensure changes are implemented smoothly and accurately.
6	Help District Managers develop their volunteer managers and identify future managers.
7	Liaise with the District Coordinators to ensure effective teamwork in supporting District Managers.
8	Help District Managers communicate and engage with volunteers in a systematic way.
9	Assist the HR Advisor for employees as and when needed.
10	Ensure that SJA's core people processes such as PDR/VDR, recognition, learning and development, 1-2-1s and performance management are effective and are in line with SJA's culture and values.
11	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

4. Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
5 GCSEs or equivalent at Grade C or above	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
CIPD qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
Experience			
Dealing with HR case work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Providing advice and guidance to managers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Working with volunteers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Dealing with volunteer and employee queries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate and influence effectively	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to prioritise and attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Understanding the importance of customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good knowledge of HR policies and processes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to travel around the region	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to flex working hours to attend volunteer meetings and events	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of 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.

Initials: HR

Date of preparation: 30/10/17