

# VOLUNTEER ROLE DESCRIPTION

## TRAINING SUPPORT ADMIN VOLUNTEER

St John Ambulance (SJA) believes in making sure people get the chance to learn first aid and our Training Directorate leads the way on training 100,000s in first aid each year. The Training Support Administrative Volunteer role supports the learner experience within a busy training environment, assisting trainers with meeting and greeting learners and supporting administrative activities to ensure a high level of learner satisfaction.

**Expected time commitment:** 2 to 3 hours per morning shift (shared role)

**Function:** Trainer Support

**Line managed by:** Training Delivery Manager

**Supervised by:** Trainer Assessor

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

- Meeting and greeting learners booked onto courses, ensuring that the excellent reputation of SJA is promoted and maintained.
- Collecting learner contact details so they can provide feedback and keep in touch.
- Supporting the learner experience through assisting latecomers.
- Showing delegates where facilities are (tea, coffee, toilets etc.)
- Ensuring that training rooms are prepared and tidy, ready for course delivery.
- General administrative tasks – photocopying, shredding, stocktaking, etc.
- 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)

- Able to communicate effectively, both verbally and in writing, with a variety of people. *Required*
- Warm, welcoming manner *Required*
- Reliable and conscientious *Required*
- Smart appearance to ensure that first impression of SJA is a professional one *Desirable*

### WHAT YOU WILL GET FROM THIS ROLE

- Excellent work experience with a renowned organisation in a busy training centre.
- Opportunity to meet lots of different people.
- Expenses paid & appropriate uniform.
- Access to training in first aid, fire marshal and moving and handling.

### ROLE SPECIFIC EXPECTATIONS

- To be punctual for shift and present a professional image of SJA.
- Seek to engage with the learners to promote SJA and leave them with a positive view of SJA.

## 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 and venue induction.
- First Aid training.
- Introduction to Safeguarding Level 1 eLearning.

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

- 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 and an appropriate name badge.

## 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:** Workplace Training / Volunteering

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