

VOLUNTEER ROLE DESCRIPTION

AREA MANAGER

The role of the Area Manager is to lead, manage and support their team of Unit Managers to build and support a vibrant network of volunteers across a geographical area. Working with the Unit Managers, their Unit Leadership Team and District Functions to ensure Units are effective, actively contributing to the delivery of SJAs vision and are providing a positive and rewarding volunteering experience. The Area Manager's role is a fulcrum in the organisational structure liaising between various functions, the District and Unit teams and signposting Unit Managers to achieve the right level of information and support. The Area manager will need to visit their Units frequently and work with Unit Managers and their teams. Their role is to offer guidance and support to ensure all Units are providing a positive experience for their volunteers and young people and contributing to the charitable impact of the District.

Expected time commitment: 8 to 10 hours a week

Function: Operations Division

Line managed by: District Manager

WHAT YOU WOULD BE INVOLVED IN (DUTIES & RESPONSIBILITIES)

- Build a positive volunteering culture by engaging, motivating, supporting, and developing the network of volunteers
- Be an active member of the District Leadership Team, supporting the District Manager in developing and delivering the District Plan
- Recruit, manage, develop, and support a team of effective Unit Managers, supporting them to build effective Unit Leadership Teams
- Support Unit Leadership Teams to run an effective Unit and to build an effective team
- Work collaboratively with Unit Managers and the District Functions including Events, Fundraising, Youth and Community to support Units to deliver agreed charitable goals
- Work with customers, community stakeholders and external partners to achieve agreed charitable goals and build community resilience
- Proactively support the Wellbeing of their team and wider colleagues
- Ensure effective people management practices are undertaken with their team such as 1:1s and Volunteer Development Reviews
- Support the Unit Leadership Team by liaising with all functions to solve any problems and issues. Liaise with facilities to ensure meeting places are suitable and well maintained, providing a safe and inviting environment for the required activities
- Recognise and reward the contribution of Volunteers
- Ensure SJA policies and procedures are complied with.

When supporting youth units also ensure:

- a clear transition journey is available and understood for young people through the organisation
- that the Units are providing the SJA Youth Programme effectively including the youth voice principals
- the Safeguarding Policy and Procedures are understood and being followed
- the Youth Subs Policy is understood and implemented.

Perform any other duties commensurate with these responsibilities, the management level of the post and skills and qualifications of the post-holder.

WHAT YOU WILL GET FROM THIS ROLE

- Opportunity to input into the wider strategic goals of the organisation
- Opportunities to learn and develop skills through training and hands on experience in all areas of leadership and management
- Opportunity to meet new people and be part of a team
- Opportunity to have a positive impact on your local community and the people within it.

WHO WE ARE LOOKING FOR (PERSON SPECIFICATION)

The role holder must demonstrate their ability to meet the following requirements within 12 months of starting the role:

- Good interpersonal skills with ability to communicate effectively at all level with internal and external stakeholders both verbally and in writing *Required*
- Ability to lead, motivate, inspire, and support others *Required*
- Ability to influence others to achieve goals across the matrix structure *Required*
- Ability to build and maintain effective relationships with a wide range of people *Required*
- Ability to motivate and manage volunteers *Required*
- Ability to delegate and prioritise effectively *Required*
- Willing and able to role model the SJA heart values *Required*
- Ability to manage and resolve conflicting priorities and stakeholder concerns *Required*
- Able to plan, manage and monitor own tasks and time *Required*
- Ability to use basic computer software and SJA IT Systems *Required*
- Willingness to travel throughout the district and attend regional events as needed. *Required*

ROLE SPECIFIC EXPECTATIONS

- ***This role is exempt from the provisions of the Rehabilitations of Offenders Act***
- This is a 'Primary' role meaning that the delivery of it should be the first call on the volunteer's available time commitment to the organisation. Some Area Managers may also have secondary roles for example in Event Delivery, such as Event Managers or First Aiders, but the time spent delivering these roles must remain as a secondary priority
- As part of the management structure District and Area Managers are required to be part of the 'on call' team providing cover for all SJA activities in the District or Region, in line with St John's Emergency preparedness, resilience and response policy and procedures.

SCREENING REQUIREMENT FOR ROLE (CATEGORY THREE)

This role requires the following pre-volunteering screening checks:

- Occupational Health (including driving if appropriate), Criminal record check (DBS), Professional Registration (PIN) check (if applicable), One written reference, Identity check and 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 and volunteer manager induction
- Role specific leadership and management training
- First Aid training
- Introduction to Safeguarding Level 1 and level 2
- Training on appropriate IT systems such as DIPS, MyData and CONNECT.

A buddy/mentor (another Area Manager) will be appointed to support you in your Induction period.

SJA will provide uniform appropriate to the role, excluding footwear.

Please note that internal candidates will not be subject to repeating training or screening that they have already undertaken for their current role.

OUR VALUES

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

Our vision is for communities that save lives and serve each other through volunteering for health and first aid. To achieve this, our mission will be to build volunteering for health into every community, providing first and second response and resilience every day.



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: Youth & Volunteering

Date of preparation: October 2018