

1. Role details	
Role title	Unit Manager, Any service
Time commitment	Six to ten hours per week – evenings and weekends
Accountable to	Area Manager
This person will be your main point of contact while volunteering for St John Ambulance. They will provide you with the support and supervision necessary for you to perform your role.	

2. Role summary
As Unit Manager you will be responsible for the overall management of your St John Ambulance unit. You will do this by actively managing all the volunteers in your unit. You will ensure that they have a positive and rewarding experience by equipping them with the necessary skills to fulfil our vision; 'Everyone who needs it should receive first aid from those around them. No one should suffer for the lack of trained first aiders'.

3. Main duties and responsibilities	
1	To manage the volunteers in your unit by being their line manager.
2	Deliver day-to-day through the Unit Management Team; by line managing the team; promoting and managing effective communication and ensure good local working relationships; ensure that all volunteer HR policies and procedures are followed at all times; work with your area manager to develop and implement volunteer recruitment and retention plans and ensure your unit is functioning effectively, efficiently and meeting agreed standards.
3	If a Community First Responder unit: work to meet the needs of your locality by ensure your unit provides adequate local response cover, with support from SJA and NHS ambulance service local management; ensure co-ordination of your volunteer responder rota and early submission to your ambulance service trust to meet required working practices; and ensure equipment is maintained according to set standards.
4	If an Event Services unit: provide event cover through ensuring your unit provides adequate event cover, with support from your area manager and the regional events team; ensure adequate planning and co-ordination of event cover; ensure equipment is maintained according to set standards and support other units in the provision of event cover as/when requested by your area manager or regional events team.
5	If a Youth Services unit: manage youth programme provision by work towards a safe and secure environment for all young people and their youth leaders; by being responsible for all young people in the unit and have an understanding of, and promote, opportunities available to young people through St John Ambulance and external organisations.
6	To support internal training by ensure your unit is fully supported in maintaining an effective and efficient training skills programme which integrates into regional and district plans; adhere to national training policies; implement national training programmes within your unit; inform your area manager and district functional officers of any training needs identified for your unit
7	To ensure that your unit complies with national policies and procedures, enabling you to provide and deliver a service that is compliant with external regulation (such as CQC) and is of a suitable high standard.
8	To ensure, along with your area manager, the budget/finances of the Unit are managed prudently and in line with SJA Finance policies and procedures.
9	To ensure that all issues relating to premises, equipment (including vehicles) maintenance, and servicing are reported through your area manager and district functional officers in a timely manner.
10	To ensure that the vehicles used by the unit are currently road legal (including appropriate motor insurance, road tax, MOT), and the drivers comply with current SJA driving policy qualifications.
11	To ensure the health, safety and welfare of all volunteers within the unit.
12	Perform any other duties commensurate with these responsibilities, the management level of the post and skills and qualifications of the post-holder.

4. Skills you will develop and training you will receive
Skills you will develop are: leadership and management; event management; working with young people and specialist skills applicable to your role. Training you will receive includes leadership and management; event management; youth leader; safeguarding; first aid and other specialist training applicable to your role.

5. 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 role description) and forms the basis for selection.			
Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Leadership and management experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Specialist training appropriate to unit services (for example youth leader training; operational cyclist training; event management training; CFR training, etc)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience			
Experience of volunteering	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of managing volunteer teams	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of St John Ambulance service delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able to write clear and concise reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Willingness to participate in training courses and management events/ meetings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Knowledge of current St John Ambulance policies and procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Willingness to work as part of a team and within St John Ambulance policies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to travel as appropriate to role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
Be contactable at evenings and weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

This role is exempt from the provisions of the Rehabilitations of Offenders Act.

This role 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.

Prepared by: Volunteering

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