

1. Role details	
Role title	District Human Resources Lead, Human Resources
Expected commitment	Average 10 hours per week
Accountable to	Regional Human Resources & Administration 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 the District HR Lead you will help your District Manager and district leadership team do the best possible job of managing all the volunteers in your district. You will do this by advising and coaching managers in the use of policies and processes relating to recruitment, development and any conduct issues that arise and lead a small team of HR volunteers.

3. Main duties and responsibilities	
1	Assist the district manager in raising the standard of leadership across the district including coaching and mentoring volunteer managers.
2	Supervise and support a team of HR volunteers in delivering HR support to volunteer managers within the district.
3	As a team, provide a single point of contact for HR-related queries within the district.
4	Assist in the effective handling of all volunteer discipline and grievance issues, including mediation as necessary.
5	Actively participate in the recruitment and retention of area managers and unit managers within your district.
6	Train volunteer managers in HR specific subjects including volunteer development reviews.
7	Support the district manager and area managers in identifying gaps in volunteer numbers and developing recruitment plans.
8	Ensure that recruitment and selection is of a high standard and complies with national standards.
9	Support the district manager in measuring volunteering outcomes with the aim of increasing volunteer productivity.
10	Working with the district leadership team to implement and operating people procedures including (but not limited too): <ul style="list-style-type: none"> - supporting volunteer recognition - supporting volunteer development reviews and volunteer development - supporting the process of induction for new volunteers.
11	Proactively engage in improving the volunteers' experience of SJA.
12	Carry out specific projects as needed – e.g. volunteer attrition in a unit/area.
13	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: people management, coaching & mentoring, mediation, volunteer development reviews Training available includes: mediation training and other developmental opportunities appropriate to 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 [five A-C, one of which must be English]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Tertiary education in relevant subject	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience			
Human Resources or related experience in a commercial or voluntary organisation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Proven experience of effective and appropriate judgement and decision making in complex and difficult situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience in supervising a team of volunteers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Experience of communicating with both volunteers and employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Good understanding of HR processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Knowledge of St John Ambulance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Ability to lead a team	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good communication and influencing skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Good conflict resolution skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to use Word, Excel, Power-Point and Outlook to an intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to prioritise workload	<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
Smart professional behaviour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to be flexible and to travel throughout the District	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

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: HR/ Volunteering

Date of preparation: December 2015