

1. Role details

Role title	District Human Resources Officer
Expected commitment	Average eight hours per week
Accountable to	District Human Resources Lead

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 a District HR Officer you will support your district based volunteer managers to do the best possible job of managing volunteers, working as part of a District HR team. 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.

3. Main duties and responsibilities

1	Assist the district manager in raising the standard of leadership across the district
2	Provide a single point of contact for HR-related queries within the district
3	Assist in the effective handling of all volunteer discipline and grievance issues, including mediation as necessary
4	Actively participate in the recruitment and retention of area managers and unit managers within your district
5	Train managers in the use of the volunteer development review (VDR) process and ensure that it is applied effectively
6	Support the district manager and area managers in identifying gaps in volunteer numbers and developing recruitment plans
7	Ensure that recruitment and selection is of a high standard and complies with national standards
8	Assist the district manager in measuring and increasing volunteer productivity (including volunteer recognition)
9	Proactively engage in improving the volunteers' experience of SJA
10	Carry out specific projects as needed – e.g. volunteer attrition in a unit/area
11	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 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
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

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