

Role title: Deputy Bailiwick Commissioner, Operations

Expected commitment: Voluntary

Accountable to: Bailiwick Commissioner, Operations

(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.)

This role requires a CRB check

Role summary

No one should die because they needed first aid and didn't get it, yet up to 150,000 people die every year in situations where first aid could have given them a chance to live. St John Ambulance teaches people first aid so they can be the difference between life and death, and you can help us do this.

To support the Bailiwick Commissioner, Operations with managing and leading all operational and recruitment activities of adult members (except adult youth leaders) within Jersey.

(Listed below are the responsibilities of the Commissioner, Operations. Specific duties will be agreed with the Commissioner, Operations and the incumbent when appointed.)

Main duties and responsibilities

1. Abide by the general principles set out in the Code of Conduct for County Officers (HQC 43/06).
2. Maintain qualifications suitable to role.
3. Ensure that all operations are undertaken effectively within the overall framework of national and Bailiwick policy.
4. Manage and support all operational activities to ensure they are carried out effectively.
5. Promote operationally agreed standards of first aid, transport and care.
6. Ensure a safe and secure environment for all members in St John Ambulance.
7. Manage the recruitment, retention and succession planning of adult members except youth.
8. Appoint, maintain and support Bailiwick Officers except youth.
9. Implement a line management system and appraisal for all adult members.
10. Provide advice on the procedures for managing investigation, complaints and personnel issues relating to adult members. When appropriate accept responsibility for and ensure satisfactory resolution of such matters.

11. Liaise with the Commissioner Youth and Deputy Commissioner Youth in developing programmes, including Cadet participation in service delivery activities, to ensure good relations are maintained and to encourage Cadets to transfer to adults.
12. Support the Bailiwick Commander in promoting St John Ambulance within the community of Jersey including media.
13. Liaise with the States of Jersey Ambulance Service and other statutory organisations about the implementation of emergency procedures and specific events. Provide first point of contact for St John Ambulance in public emergencies.
14. Membership of the Honours and Award Committee of the Council.
15. Effective management of the Operations Budget.
16. Provide line management for the Operations Support Officer.
17. Implement and annually audit the operations section of the Bailiwick Strategic Plan, ensuring it meets the overall mission and vision of St John Ambulance.
18. Liaise with National Headquarters on initiatives
19. Member of the Bailiwick Management Board and Chair of Bailiwick Officers Forum
20. Attend national events and meetings where appropriate
21. To be one of a panel of members authorised to speak with the media.
22. Additional tasks as delegated by the Bailiwick Commander.

Skills and qualifications required

Requirements	Essential and desirable criteria	
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Education/qualifications		
Appropriately qualified for this role in line with St John Ambulance national policy	✓	
Maintain qualifications for role	✓	
Experience		
Managing and leading volunteer teams	✓	
Skills, knowledge, abilities and behaviours		
Possess a sound knowledge and understanding of the organisation.	✓	
Demonstrate an enthusiasm and commitment to St John Ambulance	✓	
Excellent leadership and motivational skills.	✓	
Strategic thinking	✓	
Excellent level of verbal and written communication skills including computer literacy	✓	
Good listening and advocacy skills	✓	
Be organised and able to manage own time and work load of self and others	✓	
Able to work on own initiative and prepared to make decisions (occasionally difficult)	✓	
Demonstrate tolerance of others and adaptability	✓	
Financial Awareness		✓
Ability to attend occasional meetings and courses in UK		✓

Skills you will develop

- Working with people
- Team working
- Volunteer management

Training available

Individual training needs to be assessed and training provided through on the job training and other training provisions.

Volunteering location

Jersey

Contact details for recruitment

Micki Swift, Commissioner Operations, telephone 07797 713 869 or email Micki.swift@sja.org,je

General information for all St John Ambulance volunteers

Recruitment method

To become a St John Ambulance volunteer you will be asked to complete an application/joining form and provide references. Depending on the nature of your role you may be required to undergo a Criminal Record Bureau check. You will be provided with an induction and training relevant to your role.

You will only be able to begin your volunteering once we have completed the necessary checks relevant to your role.

Criminal Record Bureau (CRB) checks

Confirmation of your appointment will be subject to the receipt of a satisfactory CRB check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

Probationary period

Final confirmation of your appointment to this role is subject to a maximum six-month probationary period or twelve months in the case of volunteer youth related positions. (Further details on the requirements for youth related positions can be found in the St John Ambulance *Policy for working safely with children and vulnerable adults.*)

On-going training

All our volunteers are provided with the necessary training to enable them to carry out their role. To continue to operate in this role you must maintain the competencies required and an appropriate level of fitness where roles are physically demanding. County Medical Officers are responsible for making decisions on fitness for role based on previous performance and the medical form you will complete as part of the recruitment process.

Confidentiality

All information concerning volunteers, employees and patients shall be treated as strictly confidential at all times.

Equal opportunities

It is the aim of St John Ambulance to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout St John Ambulance.

Health and safety

We aim to provide a safe environment for all our volunteers. We will therefore make you aware of your responsibilities under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees and visitors.

Data protection

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Expenses

Your volunteering for St John Ambulance should not cost you anything. We will reimburse all legitimate out of pocket expenses incurred during your volunteering with us. You should take to your supervisor to confirm what expenses you can claim.

Reward and recognition

St John Ambulance has a long history of recognising the outstanding contributions volunteers make to the organisation. Our volunteers provide their services, occasionally in extremely challenging circumstances. Each St John Ambulance county seeks to recognise its volunteers and there are a number of distinguished national awards. More information about how your contribution might be recognised can be found on the St John Ambulance member website.

Review of this description

This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of St John Ambulance. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process. It is expected that the volunteer will be as positive and flexible as possible using this document as a framework.