



# ABOUT THE JOB

Job Title: HR Advisor (Volunteers)  
Reporting to: Regional HR Manager  
Direct Reports: 0

Job Band: Band 5  
Size of Team: 50

Advise and support managers in the whole range of SJA people processes including recruitment, induction, VDRs, discipline and grievance. Help managers improve the volunteer experience at SJA by effectively managing and developing the District HR officers.

## Key Responsibilities

- Provide advice and guidance on HR policies and processes to managers.
- Manage the District HR Officers, providing them with clear guidance to enable them to support the District teams in managing volunteers.
- Help managers resolve issues with volunteers quickly and informally without recourse to formal grievance or discipline wherever possible.
- Provide support and assistance to managers in the recruitment and induction of volunteers.
- Assist managers with disciplinary and grievance cases, including attending hearings as note-taker.
- Liaise with the HR Admin Centre to ensure changes are implemented smoothly and accurately.
- Help District Managers develop their volunteer managers and identify future managers.
- Liaise with the District Coordinators to ensure effective teamwork in supporting District Managers.
- Help District Managers communicate and engage with volunteers in a systematic way.
- Assist the HR Advisor for employees as and when needed.
- Ensure that SJA's core people processes such as PDR/VDR, recognition, learning and development, 1-2-1s and performance management are effective and are in line with SJA's culture and values.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

## You will

- Be able to work on your own initiative
- Have willingness to travel around the region
- Be willing to work flexible hours to attend volunteer meetings and events



## BE PART OF A LIFE SAVING TEAM



## 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 job description) and forms the basis for selection.

Requirements	Essential	Desirable
<b>Education and Qualifications</b>		
5 GCSEs or equivalent at Grade C or above	✓	
CIPD qualification		✓
<b>Experience</b>		
Dealing with HR case work	✓	
Providing advice and guidance to managers	✓	
Working with volunteers	✓	
Dealing with volunteer and employee queries	✓	
<b>Skills, knowledge and abilities</b>		
Excellent interpersonal skills with ability to communicate and influence effectively	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Ability to prioritise and attention to detail	✓	
Understanding the importance of customer service	✓	
Good knowledge of HR policies and processes		✓

This job 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.

Initials: HR

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