

Job Title: Volunteering Development Manager (Young People)
Reporting to: Head of Programmes (Volunteering & Young People) **Job Band:** Band 2
Direct Reports: Upto 6 (employees and volunteers)

At the heart of St John Ambulance are volunteers and young people and making sure St John People are engaged at the heart of their community, having the best experience is central to our mission. St John People come from all backgrounds and communities and include first aiders, healthcare professionals, fundraisers and administrators as well as specialists in functions such as safeguarding and logistics and they take on some of the most challenging roles in volunteering. They are first responders at emergencies, they volunteer as ambulance crews or first aiders at horse racing, football matches, concerts and festivals. They are youth leaders or managers of our Districts, Areas or Units.

Our strategy focuses on many great new offers for Young People and the Volunteering Development Manager (Young People) is responsible for the delivery and realisation of our strategy to deliver new programmes and services to 20,000 Young People. Reporting to the Head of Programmes, they manage our team of Programme Managers, Leads and Development Officers to research and trial new ways of working, build capacity to deliver projects at scale and support the robust delivery and evaluation of new programmes, while delivering some projects of their own. Subject matter expertise around Youth Volunteering and project management skills are key, as is line management. This role works closely with colleagues across St John Ambulance to deliver excellent programmes for our people and you will have resilience, sense of purpose and a passion for volunteering and young people

Key Responsibilities

- Responsible for the delivery of our Young People Volunteering Development Programmes
- Manage project costs in line with budget
- Provide role modelling and subject matter expertise to your team, colleagues in Volunteering & Young People and St John People nationwide
- Ensure that line reports are well supported to deliver to the best of their ability, and they support their colleagues and project teams to deliver effectively
- Help develop programmes that ensure our volunteers have the best tools, experience and environment in which to learn, grow and contribute to our charitable mission
- Provide subject matter expertise in Adult Volunteering to the Head of Programmes (Volunteering & Young People), deputising when required, and working loosely with the Volunteering Development Manager (Adults)
- Contribute to programmes and initiatives that are contemporary and impactful for our volunteers and service users, building a culture of continuous improvement and robust evaluation
- Develop effective partnerships with stakeholders internally and externally to have the maximum impact and ensure that St John can achieve its aims
- Maintain excellent relations with St John people nationwide and fellow voluntary sector organisations
- Deliver programme reports in line with best practice governance.
- Implement a performance management culture in line with SJA policies, including making sure that 1-1s, performance and development reviews and team meetings take place regularly and with recorded outcomes and actions
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be prepared to work outside of office hours, evenings and weekends

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
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) including Maths & English (5 Minimum)	✓	
Educated to degree level in a relevant subject		✓
Relevant professional qualifications gained through demonstrable CPD activities	✓	
Experience		
Experience of working with Young People in a service development capacity	✓	
Experience of strong and impactful programme management	✓	
Line Management experience, ideally in a programme management setting		✓
Experience of building capacity and taking projects to scale with volunteers and/or young people as delivery agents	✓	
Have a demonstrable understanding of working in Health Volunteering		✓
Experience of building and delivering engaging, rewarding programmes across a large geographical area with multiple stakeholders	✓	
Experience of leading innovation and new ways of working	✓	
Demonstrable budget and project governance skills	✓	
Experience of continuous improvement/LEAN methodology		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Demonstrable ability to manage complex programmes, notably with Young People	✓	
Ability to lead, coach and develop a team of programme and project officers	✓	
Ability to delegate and prioritise effectively	✓	
Relevant subject matter expertise	✓	

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: JK

Date of preparation: June 2019



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