



**St John**  
Scotland

## Role description

<b>Job title:</b>	Volunteer Development Officer
<b>Responsible to:</b>	Chief Executive
<b>Status:</b>	Full time
<b>Hours of work:</b>	37.5 hours per week
<b>Salary:</b>	£26,000

### About St John Scotland

St John Scotland is a Scottish charity dedicated to saving and enhancing life. We do this through supporting teams of volunteers across the country to deliver projects and services which make a difference in their local communities.

Currently, this includes Patient Transport services, and supporting communities to be resilient in the face of cardiac arrest by helping them install Public Access Defibrillators and providing CPR awareness training.

Alongside our locally delivered work, we also support Scottish Mountain Rescue teams and a mountain safety initiative, as well as international St John projects in Malawi and Jerusalem.

St John Scotland is the charitable arm of the Order of St John, a royal order of chivalry which has members across the world. Many of our current active volunteers are members of the Order, although we have a growing number of supporters and volunteers from outwith this community. We are part of the global family of St John charitable organisations, which includes St John Ambulance in England.

Having been established as a charity for more than 70 years, we are now at an important point in our journey as we develop our strategic plan for the coming years. Volunteer development and engagement will be key to our success as we move forward.

### About the role

Volunteers are the heart of St John Scotland. We want to better understand current volunteering across the organisation, create a positive volunteering culture and ensure we are an organisation which is attractive to volunteers, nurtures and recognises them. As we develop our strategic plan for the coming years, we want to grow volunteering across St John Scotland in a sustainable way.

The Volunteer Development Officer will join a small team of five working out of our national headquarters, St John House, in Edinburgh. With volunteer teams based across the country, regular travel will be an important requirement of this role.



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## **Main responsibilities**

1. Contribute to the development and implementation of our strategic plan with specific responsibility for a volunteering strategy for St John Scotland.
  - Develop a greater understanding of our current volunteer base; collecting data and evidence on who our volunteers are, their contribution and motivations.
  - Develop and establish clear volunteer roles in line with our charitable projects and governance arrangements.
  - Advise on risk in relation to volunteering; develop a code of conduct and other mechanisms to ensure safe and supported volunteering across the organisation, the protection of St John Scotland's reputation, and those individuals and communities engaging with us.
  - Assess current volunteering policies; consult on, develop and implement any new policies as required.
2. Embed a positive volunteering culture and provide direct support to volunteers.
  - Develop a clearly defined volunteer journey for existing and new volunteers, including appropriate processes for each stage of this journey.
  - Build capacity of existing volunteers, developing confidence and skills to welcome and support new volunteers and deliver core projects.
  - Work with volunteer teams to develop succession and contingency arrangements for key roles, to ensure continuity of service and appropriate support to volunteers.
  - Develop and implement volunteer recognition and reward schemes.
  - Advise local teams on best recruitment practice for new volunteers and support the recruitment of volunteer roles across the organisation.
  - Lead on the roll-out of volunteering policies in line with legislative requirements and best practice, eg. PVG checks, volunteer expenses and volunteer hour recording.
  - Respond to online and phone volunteer enquiries, processing or signposting as appropriate.
  - Support the updating and maintenance of our database, web pages and social media in respect of volunteers.



- Monitor and report on volunteering metrics in line with the strategic plan and specific project plans.
3. Working collaboratively with our small staff team, Board and Volunteers, contribute to the overall operation and development of St John Scotland including development of governance, risk, finance, project delivery, fundraising and communications.
  4. Carry out such other duties as are required from time to time.

### Person specification

<b>Qualification</b>	<b>Essential/ Desirable</b>
Educated to degree level or equivalent	Essential
<b>Experience</b>	
Experience of working with volunteers	Essential
Experience of working in the third sector	Essential
<b>Knowledge</b>	
Knowledge and understanding of relevant legislation eg. PVG processes	Desirable
Knowledge and understanding of best practice in supporting and developing volunteers	Essential
<b>Skills</b>	
Excellent interpersonal skills; a natural networker, warm and welcoming in approach	Essential
Excellent written and verbal communication skills	Essential
Ability to communicate appropriately with a wide range of stakeholders	Essential
Ability to manage conflicting priorities, set and meet own deadlines	Essential
Excellent administration, organisational, IT skills, self-sufficient in Microsoft Office	Essential
Full UK Driving Licence	Desirable
<b>Personal qualities</b>	
Flexible, willing to develop and expand the role	Essential
Able to represent St John Scotland to a wide range of stakeholders	Essential
Willingness to travel	Essential