

Role description

Role title:	Service Development Manager
Grade:	Manager
Responsible to:	Chief Executive Officer
Status:	Full Time
Hours of work:	37.5 hours per week with occasional evening and weekend work required
Place of work:	St John Scotland head office Edinburgh (working remotely during Covid restrictions), with regular travel across Scotland and with flexible working arrangements considered

About St John Scotland

St John Scotland is a Scottish charity focused on developing community health resilience in order to save lives across Scotland. Most of our service in Scotland is delivered by volunteers across 12 Local Area Committees.

We have a proud history of providing and supporting lifesaving services in Scotland, both through our dedicated volunteers and by working alongside other organisations. However, following a recent strategic review, we recognise that St John Scotland is not well known in Scotland, and that we need to develop and strengthen our four existing core services to have a consistently positive impact across the country.

We are ambitious to build a sustainable future in which St John Scotland is a well-recognised and effective Scottish charity developing community health resilience through active local volunteers and collaborative working.

About the role

The Service Development Manager will lead a new team of Development Officers supporting our local volunteers to develop and deliver services in their local communities. The focus of activity is on our core services (Patient Transport, Public Access Defibrillators, CPR Training and Community First Responders) in order to build and consolidate the identity of St John Scotland nationally and in local communities.

Main Duties and Responsibilities

- 1 Working with Area teams, board members, colleagues, and partners, you will be responsible for the development of comprehensive Annual Service Plans for the delivery of charitable outcomes nationally and in each Area, ensuring a focus on agreed strategic plan and providing regular updates to the Board and key stakeholders.
- 2 You will work with colleagues, partner organisations, communities and individuals to build capacity and enthusiasm to deliver outcomes at a local and national level. Developing and maintaining effective working relationships with our Area teams is critical. Understanding local needs, making sure volunteers have the skills, knowledge and resources needed to perform to the best of their abilities in delivering service plans, and working with the team to ensure that all of our volunteers feel recognised, supported and enabled is essential.
- 3 Develop and manage our core services at a national level and support the implementation at Area Level through:
 - Supporting communities to provide Public Access Defibrillators;
 - Provision of free CPR and defibrillator awareness training to communities. This is delivered by local volunteers and partner organisations;
 - Provision of Patient Transport Services, with a fleet of up to 25 St John Scotland vehicles and many volunteers using their own vehicles. We provide services to renal dialysis and oncology patients attending hospitals across a number of health boards;
 - Developing a partnership with the Scottish Ambulance Service to explore how St John Scotland may increase its support for Community First Responder groups across the country.
- 4 Act as the line manager for up to 4 part-time Development Officers (to be recruited summer 2021) who will be based remotely in different areas of Scotland, to support the Areas in delivering their charitable services.
- 5 Establish new Communities of Practice to bring together expertise from across the organisation in order to develop our services; ensure these are effectively facilitated and promoting good practice across the organisation.
- 6 Support volunteer recruitment and development and fundraising activities locally and nationally.
- 7 Research and make proposals for the development and enhancement of our current services within the strategic scope agreed by the Board, encouraging and enabling involvement from Area Teams.

- 8 Ensure that effective governance arrangements are in place for all projects and services at a local and national level in accordance with our objective of being an open and accountable organisation.
- 9 Carry out other duties in support of St John Scotland services, projects and activities as delegated by the Chief Executive Officer. Deputise for CEO as required.

Person specification

Qualifications / Education

- Higher Education with evidence of ongoing professional development.

Experience

- Working with volunteers and staff in a leadership role within a decentralised organisation to deliver specific outcomes.
- Community engagement to initiate projects, develop, deliver, and demonstrate impact.
- Developing effective partnerships, collaborative working arrangements and/or service agreements with multiple organisations which demonstrate contribution to overall objectives.
- Managing a programme/ multiple projects, event planning and administration reporting to senior management / Board level.
- Experience directly relevant to any of our core services is highly desirable

Knowledge and Skills

- Ability to work collaboratively with volunteers, colleagues, and partners to develop and deliver services.
- Knowledge of governance and operational requirements of working within the charity sector.
- An awareness of community health resilience and equalities issues is desirable.
- Holding a First Aid or similar qualification is desirable. A willingness to undertake a relevant qualification is essential.
- Excellent IT skills, including experience of using the full Microsoft Office suite with a particular focus on communication within a decentralised organisation.

Personal requirements

- Able to demonstrate leadership combined with a willingness to work alongside volunteers to support them and their activity, to empower others and work collaboratively.
- Highly motivated and resilient. Able to use initiative, demonstrate discretion, sound judgement and effective decision-making ability.
- Excellent communication skills such that you can communicate effectively with people and groups from primary school children to Board Members
- Flexibility and adaptability
- Accuracy and attention to detail
- Clean UK driving license and a willingness to travel on charitable business and work flexibly to enable effective engagement with our volunteer teams across Scotland.

Applying for the role

Please submit applications by CV and covering letter, explaining how your skills and experience would be a suitable fit for the role, to info@stjohnscotland.org.uk by 09.00am on Monday 7 June 2021.