

## **JOB DESCRIPTION**

<b>TITLE:</b>	<b>Community Engagement Manager</b>
<b>ACCOUNTABLE TO:</b>	<b>Operations Manager (Training)</b>
<b>HOURS:</b>	<b>35 hours per week</b>
<b>LOCATION:</b>	<b>Priory House, Cardiff</b>
<b>SALARY:</b>	<b>£24,591 - £28,214</b>

### **Job Summary**

1. To manage the co-ordination, development and support of all community training activities of St John Ambulance Cymru (SJAC).
2. To identify and maximise opportunities for SJAC to engage with the community, to promote the importance of learning life-saving skills.

### **Key Duties and Responsibilities**

1. Manage the co-ordination, development and support of all SJAC community and schools training programmes.
2. Effectively contribute to the development of the training strategy, in relation to community training.
3. Assist in evaluating and reviewing the effectiveness of the training strategy.
4. Monitor 'Best Practice' in other organisations involved with community and schools training.
5. Assist the Operations Manager to ensure that current legislation, guidance and best practice is employed throughout the community and schools training programme.
6. Produce the annual Community and Schools Training Plan and subsequent reports for the training section. In consultation with the Operations Manager, set and achieve the targets within this plan.
7. Comply with appropriate policies, standards and procedures for community and schools training including health and safety and risk management and ensure that all volunteers and staff are fully aware of the standards and requirements.

8. Provide expertise in the design and delivery of training programmes for communities and schools.
9. To assist the Operations Manager to prepare and manage the Training Budget, in relation to the community function.
10. Identify opportunities to further engage with the community, through community groups / schools / partnerships, to increase the amount of community training throughout Wales and propose methods to fulfil those opportunities.
11. Identify reasonably foreseeable problems and issues; and identify appropriate solutions.
12. In conjunction with the Marketing department promote community training.
13. Liaise with the Head of Training, Operations Manager, County Training Managers and County Community & Schools Training Officers to ensure effective delivery of courses.
14. Organise and support initiatives increasing the participation of our volunteer base in community engagement in the form of training activities and ensure inclusion in decision making processes.
15. In conjunction with the Fundraising department identify and apply to funding sources, in order to support the advancement of our community training programmes.
16. Liaise with national bodies and external organisations in all aspects relating to the development of community and schools training by St John Ambulance Cymru.
17. Be accessible to volunteers and colleagues to provide advice, assistance and support as required.
18. To carry out appraisals of staff as appropriate.
19. To carry out any other reasonable duties as delegated by the Operations Manager or Head of Training.

## Person Specification

### Community Engagement Manager

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	Method Supporting Assessment
<b>Education/qualifications</b>			
Educated to Degree level		√	Application
Relevant Professional qualification equivalent to NVQ level 3/4		√	Application
GCSE's including Maths and English (at grade C or above)	√		
<b>Experience</b>			
Experience in working in the field of training.		√	
Experience of working with community groups and/or schools.	√		
Experience of managing high quality, results focused teams of employees and/or volunteers	√		Application /Interview
Experience of effective financial management		√	Interview/ Assessment
Experience of working closely with local authorities, statutory services, voluntary and private sector organisations	√		Application /Interview
Experience of developing and delivering plans and budgets	√		Application /Interview
<b>Skills, knowledge and abilities</b>			
Working knowledge of community funding opportunities.		√	
Good interpersonal skills	√		Interview/ Assessment
Ability to lead and inspire people toward achieving desired goals	√		Interview/ Assessment
Sound knowledge of Health & Safety and other regulatory requirements relating to St John's training activities		√	Interview/ Assessment

Ability to build and maintain effective networks internally and externally	√		Interview/ Assessment
Ability to prioritise effectively	√		Interview/ Assessment
Computer literate	√		Interview/ Assessment
Ability to manage and resolve conflicting priorities and stakeholder concerns	√		Interview/ Assessment
Ability to address problems and issues in a systematic, timely and structured way	√		Interview/ Assessment
<b>Personal Attributes</b>			
Dynamic/pro-active/passionate about making a difference	√		Interview/ Assessment
Resilient and adaptable and able to work well under pressure and thrive on being given challenges and responsibility	√		Interview/ Assessment
Able to demonstrate commitment to St John's values and behaviours.	√		Interview/ Assessment
Good leadership and communication skills	√		Interview/ Assessment