

Job description

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but is not intended as a wholly comprehensive or permanent schedule.

1. JOB DETAILS

Job title: Event Officer

Department: Corps Development

Reports to: Corps Team Manager

Reporting to job-holder: N/A

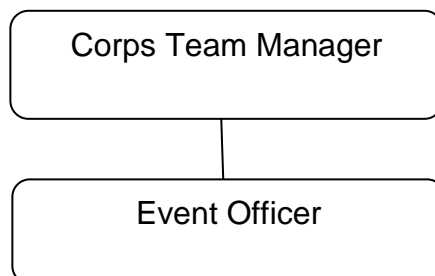
2. OVERALL PURPOSE OF THE JOB

The Event Officer role is part of a team that supports event organisers and individuals through the provision of high quality first aid services, in line with St Andrew's First Aid event strategy and budget. The post holder will ensure that all appropriate policies, procedures, standards and legal requirements are incorporated into a quality service that meets the needs of customers, service users and values the input from our volunteers.

Main customer point of contact for the service, liaising with event organisers and supporting volunteers to ensure safe and effective first aid cover at events.

3. JOB DIMENSIONS

Structure:



4. PRINCIPAL ACCOUNTABILITIES

4.1 The post holder is responsible to the Corps Team Manager for the resourcing and co-ordination of first aid support at public events and supporting volunteers. This includes:

- a. Working with a team of volunteer event leaders to:
 - i) Agree quotes and arrange for the timely deployment of volunteers providing first aid cover at public events.
 - ii) Ensure that the pricing of quotes, and other aspects of local plans are in line with the organisation's policies and procedures.
 - iii) To provide local event leads the information required to plan and organise

cover for events, carry out risk assessments, nominate Duty Officers and produce operational orders.

(iv) Where appropriate, for major events, attend to provide organisational and logistical support.

(v) Communicate and work closely with the Event Administrator to ensure that all enquiries and bookings are responded to efficiently, recorded and processed accordingly.

- 4.2 Proactive client management, building strong relationships with internal and external contacts, resolve problems and issues, delivery of excellent customer service and collating and analysing customer feedback. Monitor and report on performance against customer service standards.
- 4.3 To represent the organisation as appropriate at meetings of relevant external stakeholders/organisations/partners.
- 4.4 Ensure completeness of information on all activities, casualty records and budgets. Evaluate activities and note the lessons learned for planning future events and activities.
- 4.5 Liaison with other St Andrew's First Aid departments as appropriate.
- 4.6 Pursue new business opportunities where resources permit, e.g. during quiet periods or areas with additional volunteer capacity.
- 4.7 Providing a secretarial resource, drafting correspondence etc., where required.
- 4.8 In addition to the duties highlighted, the organisation operates a flexible approach to its activities and the post holder may accordingly be called upon to undertake any other duties from time to time as circumstances warrant. An element of unsocial hours will be required to be undertaken.

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

5. JOB CHALLENGES AND PROBLEM SOLVING

In the event of an emergency, be available for call-out, on a rota basis, to support volunteers providing cover to events.

6. ADDITIONAL COMMENT

Note:

Every job description in the organisation will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team/ operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment