

# Role Description and Essential Skills



<b>ROLE:</b>	EVENTS OFFICER
<b>REPORTING TO:</b>	CLIENT, SERVICE & DELIVERY MANAGER
<b>LOCATION:</b>	GLASGOW
<b>SALARY:</b>	c. £28,500 p.a.
<b>HOURS:</b>	FULL TIME (35hrs per week)

## SCOPE

This Events Officer role will be line managed by the Client, Service & Delivery Manager. You will work closely with other Events Officers, the Events Administrators, and staff from within our volunteering team.

The role is responsible for the delivery of first aid provision at events that our volunteers support. You will manage clients and help co-ordinate our volunteers to ensure that events runs smoothly and we provide the highest standards of first aid provision.

You will build strong relationships with clients and our volunteers in particular Events Co-ordinators, Logistics Co-ordinators, and Company Commandants. Collaborate collegiately with colleagues, you will ensure we have a robust volunteer base with the right equipment, training, and vehicles to deliver the service. You will help support with logistics and undertake equipment and consumable checks where necessary.

You will support the Event Administrators, ensuring all documentation is in place, keeping all information on our Volunteer Relationship Management system up-to-date and tracking volunteer engagement for each event. You will also establish feedback mechanisms from both clients and our volunteers so that our service delivery continues to develop and improve. Periodically, you may be required to investigate any accidents or issues that occur at events, taking positive action to resolve these and escalating them where necessary.

The postholder must be passionate about service delivery and volunteering. Having the right attitude, approach and being committed to working as a team is essential as is ensuring that the volunteers are at the centre of our operation.

## PRINCIPAL RESPONSIBILITIES

### **Key Relationships (Internal)**

- Volunteer Event Co-ordinators.
- Company Commandants.
- Duty Officers and the volunteers.
- The Director of Operations & Business Development / Executive Leadership team.
- The Head of Volunteer Operations.
- The Client, Service & Delivery Manager.

- Event Officers.
- Event Administrators.
- The Health & Safety Manager.
- The wider staff team responsible for the delivery of our volunteer function.

### **Key Relationships (External)**

- Event clients.
- Event Safety Managers.
- Scottish Ambulance Service and/or other paramedic or third-party providers.
- Appointed consultants or contractors.

### **Role Outputs**

- Liaising with event organisers to achieve the successful co-ordination and delivery of events.
- Ensure that all appropriate administrative tasks, working in conjunction with our Event Administrators, is undertaken to enable the smooth administration of the event. Whilst not exhaustive this includes providing quotes, booking forms, risk assessments, invoices, administering volunteer expenses and hiring vehicles and equipment.
- Support, liaise with and co-ordinate the volunteers to ensure St Andrew's have the right number of volunteers with the right equipment and vehicles to successfully run the first aid provision at each event.
- Track and monitor volunteer event engagement through our Volunteer Relationship Management system and where necessary work with Company Commandants and Events Co-ordinators to help resource events in a timely manner.
- Build strong and sustainable relationships with volunteers, arranging and attending meetings with Events and Logistics Co-ordinators, Company Commandants, and designated Duty Officers, as necessary.
- Taking a lead role on logistics, vehicle management and radio communications ensuring that we have up-to-date inventories and condition assessments of equipment and vehicles and a robust communications infrastructure to deliver the service. You will work with functional co-ordinators from with regional development groups to help achieve this.
- Order consumables and equipment necessary to support the volunteers and events. Co-ordinate repairs and equipment lifecycle replacements where necessary to ensure the effective operation of the service.
- Undertake post event reviews to ensure both completeness of all event information and glean feedback from Duty Officers, Operational Comms. teams and the volunteering cohort in general on the effectiveness of our provision and areas for improvement.
- To attend any required pre-event meetings or health and safety briefings with event organisers and/or third parties to ensure that our approach to first aid delivery is integrated into the overall event plan, disseminating any necessary information in advance to volunteers.
- Work pro-actively to support the volunteers with familiarisation days, volunteer orientation events, and/or shadowing to help build volunteer confidence and bridge the gap between training and attendance at major events.
- Advocate for the volunteers, ensuring that deficiencies in equipment, vehicles, materials, and procedures are brought to the attention of the Client, Service and Delivery Manager and the Head of Volunteer Operations, respectively.
- To be responsible for the implementation of the Health & Safety Policy in so far as it affects you, your colleagues, volunteers, and others who may be affected by your work. You are also expected to monitor the effectiveness of any health and safety arrangements to ensure these are implemented and developed, as necessary.
- Gain ongoing repeat events business through quality of provision and identify and progress with new business opportunities, in consultation with the Client, Service & Delivery Manager.

- Provide cover at events to ensure continuity of service or support during national or local resilience emergencies. The role will also periodically provide an on-call function which will require some evening and/or weekend working.
- Deputise for the Client, Service & Delivery Manager as and when needed.
- Operating in-line with business and operational plans, delivering against key performance indicators so far as these relate to events, clients, and service delivery.
- Collaborate collegiately with colleagues within both the volunteering division and the wider organisation, fostering a 'one team' approach.
- Undertake any other duties that may be required from time to time commensurate with the post.

## **ESSENTIAL SKILLS**

**Leadership & Management:** Ability to work on your own initiative, motivate and work with volunteers and staff to foster a culture of continuous improvement in the delivery of events and our services.

**Financial Acumen:** Ensure the effective management and utilisation of financial resources, in line with the Company's policies and procedures. Ensure that budgets are adhered to and that best value is achieved through suitable financial monitoring procedures.

**Communication:** Good verbal and written communication skills to communicate with colleagues, volunteers, customer, and wider stakeholders effectively. Be able to collaborate and influence both clients and volunteers.

**Problem-Solving:** Good analytical and problem-solving skills to diagnose issues and develop effective solutions to resolve these.

**Organisational Skills:** Ability to effectively manage your day-to-day activities, oversee logistic requirements and meet the priorities and outcomes as required by the Client, Service & Delivery Manager.

**Flexibility:** Be able to operate to a shift pattern that will include periodic weekend and evening working. Be committed to continual professional development and a desire to grow and expand the range of skills that you can deliver to the organisation.

**Resilience:** Be calm under pressure and in challenging situations. Have the strength of character to take decisive action as and when required.

## **ESSENTIAL SKILLS**

### **Education & Experience**

- Be qualified to HND, BTEC or Bachelor's degree or above or equivalent.
- Previous experience of managing, organising, or administrating large scale events.
- Knowledge and experience of using Microsoft Word, Excel, and Powerpoint.
- Ability to demonstrate good knowledge of health and safety acts, regulations and requirements and their appropriateness to events management.

### **Desirable**

- Valid driving license with regular access to a car with appropriate insurance coverage.
- Knowledge of St Andrew's First Aid products and services.
- Be willing to achieve relevant qualifications including standard first aid for events first aid, manual handling, and child/adult protection training.