# **National Service Delivery Manager - Events**

Accountable to: Head of Response Operations

Location: Cardiff/Wrexham

Hours: 35 hours per week, working 5/7 days

Salary: Starting from £36,413

**Job details:**

Reporting directly to the Head of Response Operations, the National Service Manager – Events, will have national responsibility for the co-ordination and delivery of all events and community response activity across the organisation. The post holder will be responsible for the national co-ordination of our event planning, event operations management and our community response projects, including Night Time Economy and first responding. Line managing the Fleet and Logistics Co-ordinator, they will also ensure we have the right vehicles and equipment to deliver the best for our patients and customers.

The postholder will work closely with other departments and volunteers to ensure the delivery of services and projects that support their needs and other deliverables. The postholder will line manage the National Event Planners, volunteer County Operations Managers and the Logistics and Fleet Officer. They will also be the nominated line manager for our paid Health Care Professionals (HCPs). St John Ambulance Cymru provides First Aid and Medical cover at some of the most prestigious and complex events in Wales as well as a substantial amount of local, community events. Event cover is one of the hallmarks of our volunteer offer and our volunteers provide thousands of hours a year of volunteer activity at our events. Ensuring the service is efficiently planned and safely delivered is critical for the safety of the events being covered as well as the positive experience for all St John Ambulance Cymru people.

The post holder will also play a key role in supporting our collaboration with other partners and organisations across Wales. Supporting and training every community is key to our strategic objectives.

This role is key to the organisational strategy, business continuity and ensuring we continue to thrive for excellence across the charity. Key deliverables from this role will directly impact our organisational strategy, as well as staff, patient and volunteer experience.

**Key duties and responsibilities:**

* Understand and review the organisation’s events and community response portfolio working cross functionally.
* Provide subject matter expertise to the Head of Response Operations on all aspects of events and community response.
* To develop, be the owner and implement appropriate policies, procedures and quality standards for events and community response, including ensuring compliance with national industry guidance and legislation (e.g. purple and green guide)
* To assign tasks, set clear expectations and manage the team’s performance to ensure timely and high-quality deliverables.
* To review and evaluate events and community response materials (forms, data collection etc.) to ensure accuracy, consistency and alignment with strategic objectives.
* To work with key stakeholders to identify event and community response training needs, programme priorities and learning outcomes.
* Provide strong and robust leadership to the volunteer County Operations Managers, their deputies and associated team, supporting effective delivery in local communities.
* To hold regular meetings with County Operations Managers and the National Events Team ensuring that national policy and procedure is met and delivered effectively.
* Work with relevant external stakeholders to drive forward the strategic priorities.
* To be the named Operational Commander in terms of the first responding contract with the Welsh Ambulance Service Trust.
* Represent SJAC in meetings with external agencies and individuals (including representing SJAC on Safety Advisory Group meetings and multi-agency groups), to a high professional standard, acting as an ambassador, protecting and promoting the good name and reputation of the charity.
* Build and develop effective relationships with customers, event organisers and NHS Trusts across Wales.
* Provide visible, compassionate leadership to SJAC people setting the standards of behaviour for a professional and accountable culture, along with ensuring effective management practices are in place to ensure the service is of a high quality and meeting the needs of its service users, staff, volunteers and the organisation.
* Ensuring capacity, resources and capability to deliver the event operational needs, developing proposals to address shortfalls to the Head of Response Operations.
* Investigate IRFs as directed by the Head of Response Operations
* Ensure that policies and procedures are effectively implemented.
* Ensure that reporting requirements are met in a timely manner.
* Ensure that complaints are handled in a constructive and empathetic manner.
* Hold delegated authority for National Event Operations, ensuring effective budgetary management and achieving financial objectives, including cost control requirements.
* Hold delegated authority for the Fleet and Logistics budget, identifying opportunities to reduce costs and use effective processes and procedures.
* Ensure business cases are prepared for service development.
* To be accessible to SJAC people and to provide relevant advice and support as needed, including taking part in the out of hours, on-call procedures.
* Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

**Person specification**

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 above) and forms the basis for selection.

|  |  |  |  |
| --- | --- | --- | --- |
| Requirements: | Essential: | Desirable: | Method supporting assessment: |
| Educated to Degree Level |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Recognised event management qualification or relevant experience | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| GCSE’s including Maths and English  (at grade C or above) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| ILM Level 5 or above (or equivalent) or willing to achieve within 12 months of appointment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| First Aid at Work (or equivalent) or willing to achieve within 1 month of appointment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| IOSH Managing Safely or willing to achieve within 3 months of appointment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Evidence of continuing professional development (CPD) | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Willingness to work weekends and evenings as required with occasional overnight stays across Wales | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Skills, knowledge and abilities | | | |
| A commitment to the St John Ambulance Cymru values and vision | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of working in charity/third sector, including working with and supporting volunteers |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Able to work independently and use own initiative | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Proven track record of improving performance against pre-determined KPI’s | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of managing geographically dispersed operations and/or teams | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| High attention to detail and able to undertake complex decision making | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Excellent planning and organisation skills with the ability to manage deadlines, multiple tasks and priorities | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of managing a budget | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Excellent interpersonal skills with the ability to communicate effectively at all levels | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Proven experience of event planning and delivery | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Experience in delivery of event medical cover and/or community based services |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  |
| Sound knowledge of Health and Safety and experience of working in a regulated environment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Excellent understanding of event industry guidelines such as the Purple Guide, the Green Guide etc. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  |  |
| Ability to manage and resolve conflicting priorities and stakeholder concerns | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Flexible and reliable | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Competent user of IT systems | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Ability to drive and holds a valid UK full driving licence | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| Fluent Welsh speaker and ability to read and write in Welsh |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |