

September 2009

Dear Applicant,

**Management Team Administrator**

Thank you for expressing an interest in the above position. Enclosed you will find:

- St John Ambulance welcome
- St John Ambulance at a glance
- Job description
- Person specification
- Application form
- Equal opportunities monitoring form (it is not mandatory to complete this)

Please complete the application form as fully as possible taking into consideration the person specification we are looking for.

This post is subject to receiving a satisfactory Enhanced Disclosure from the Criminal Records Bureau.

The closing date for applications is Friday 2 October 2009. Please return your application marked 'private and confidential' to Martin Davey, St John Ambulance, 100 Lionel Street, BIRMINGHAM, B3 1DG.

If you wish to have an informal chat about the position, please feel free to contact me. I look forward to your application.

Yours faithfully



Martin Davey  
Assistant County Chief Executive Officer

## Welcome

Thank you for your interest in working with St John Ambulance, the United Kingdom's leading provider of first aid services and first aid training. Apart from the training and first aid services we provide, we are also a major youth organisation and provide a variety of health related services in local communities including patient transport and social care.

I would encourage you to apply for the role, which offers the successful candidate an excellent and rewarding opportunity to contribute to a worthy cause.

Throughout our long history, we have worked hard to provide exceptional levels of personal service and care to our customers, in a friendly and professional way.

This approach to our charitable activities is key to our success and forms the basis of the values we represent as a national organisation.

We are a multi-location charity with over 2,500 members of staff nationally. We promote a culture that is amiable, open and honest, where hard work and dedication are recognised and rewarded. We believe that 'going to work' should be challenging, fulfilling and rewarding.

We have prepared this information so that we may all benefit from an understanding of what is required of us. You will join us at a challenging time in the development of our charity.

We are actively responding to the growing needs of the community whilst at the same time working to meet the commercial challenges of the charity sector.

We will be relying on your skills, experience and commitment to help us achieve our goals, and in turn, we will support you in the training and development you need to achieve those goals.

We operate an open system of management and it is important that you contribute to the leadership of the organisation should you be successful in your application for this role.

Once again thank you for your interest in this role with St John Ambulance.

**Richard Green**

**County Chief Executive Officer**

## At a glance

### How many volunteers?

We have over 44,000 volunteers in St John Ambulance, half of whom are under 18.

### How many voluntary hours are given by St John volunteers?

Hours given per day	15,000
Hours given per year	5,400.000

### How many Counties?

St John Ambulance has 44 county offices in England, with over 2,000 local divisions and units.

### How many vehicles do we have?

Ambulances / other vehicles	1,200
Boats	8

### How many casualties do our volunteers treat?

Per day	385
Per week	2,700
Per year	140,000

Our volunteers care for those who are vulnerable or in need, particularly shopping for the housebound as well as providing respite care for those looking after sick relatives.

### How many members of the public have we trained in First Aid?

We train approximately 500,000 every year.

# Job description



Job title:	Management Team Administrator
Grade/salary band:	Level two administration; £14,867 - £16,990
Hours:	35 hours per week (including occasional evening work)
Accountable to:	County Chief Executive Officer

## Job summary

To provide administration services for St John Ambulance senior managers and volunteers including financial administration. This person will be a link between the shared accounting centre and St John Ambulance West Midlands.

## Main duties and responsibilities

1. Gather financial paperwork and ensure coding and authorisation is correct, before mailing to the shared accounting centre for processing.
2. Record inter departmental/unit recharges on the spreadsheet provided by the shared accounting centre and send to the shared accounting centre each month for upload into SUN.
3. Be the first point of contact for queries from units, and from the shared accounting centre.
4. Produce invoices as required for relevant services and send copies to the shared accounting centre for entry into the SUN accounting system.
5. Produce letters and other documents for senior managers and volunteers as requested.
6. Take and type up minutes at a number of meetings.
7. Administer orders for uniform and equipment from units, liaising with the Resource Assistant when goods arrive.
8. To respond to given priorities and keep the senior managers and volunteers fully informed as requested.
9. To perform any other duties commensurate with these responsibilities, the grade of the post and skill and qualifications of the post-holder.



*General information for all St John Ambulance employees/volunteer officers*

### **Probationary period**

This post is subject to the requirements of a six-month probationary scheme (twelve months in the case of volunteer youth related positions) for new employees and volunteer officers only.

### **Confidentiality**

All information concerning volunteers, employees and patients must be treated as strictly confidential at all times.

### **Equal opportunities**

It is the aim of St John Ambulance to ensure that no job/role applicant or employee receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Each employee/volunteer must adhere to the equal opportunities policy and ensure that diversity is valued in the workplace.

### **Health and safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, and to ensure that agreed safety procedures are carried out and to maintain a safe environment for volunteers, employees and visitors.

### **Data protection**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

### **Review of this description**

This job/role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of St John Ambulance. This job/role description is to be reviewed in conjunction with the post holder on an annual basis as part of the appraisal process. It is expected that the post holder will be as positive and flexible as possible using this document as a framework.

Initials and date of preparation

Martin Davey 16 September 2009



## Management Team Administrator (level two)

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.

**Name of candidate:**

Requirements	Essential and desirable criteria		Method supporting assessment	Was the criteria met or not met?
	E	D		
<b>Education/qualifications</b>				
Educated to GCSE level or equivalent (Grade C)	✓		Application Form	
Further or Higher Education or equivalent		✓	Application Form	
<b>Experience</b>				
Experience of general administration and database management	✓		Application Form / Interview	
Experience of financial documentation administration		✓	Application Form / Interview	
Experience of minute taking	✓		Application Form / Interview	
<b>Skills, knowledge and abilities</b>				
Ability to use Microsoft Word, Excel and Outlook	✓		Application Form / Interview Test	
Ability to prioritise tasks and workload	✓		Application Form / Interview	
Ability to communicate with staff and volunteers at all levels	✓		Application Form / Interview	
Ability to demonstrate attention to detail	✓		Application Form / Interview	
Excellent verbal and written presentation skills	✓		Application Form / Interview	
Ability to demonstrate knowledge of data protection requirements and handling of confidential information	✓		Application Form / Interview	
Ability to work on own initiative	✓		Interview	
Willing to adapt and learn new skills	✓		Interview	
Ability to work evenings and occasional weekends	✓		Interview	
Smart professional appearance	✓		Interview	



Updated: Martin Davey 16 September 2009

<b>Short listed for interview?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Reason for decision		

Name of person undertaking short listing: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name of second person undertaking short listing: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Application for employment

**St John**  
Ambulance



Please refer to the guidance notes on completing this application form.

Position applied for:	Closing date:
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## 1 Personal information

Title (Prof/Dr/Mr/Mrs/Ms/other):	
Surname/family name:	Forename(s):
What do you prefer to be known as?	
Contact address:	Postcode:
Home telephone no:	Work telephone no:
Mobile no:	Email address:
Are you an EU National?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you need a work permit?	Yes <input type="checkbox"/> No <input type="checkbox"/>
What is your current work permit status?	
Do you want to apply for this post as a job share?	Yes <input type="checkbox"/> No <input type="checkbox"/>

## 2 References

Two referees are required. One of these should be your present or most recent employer. These will not be contacted until after the interview.

Referee no. 1	Referee no. 2
Name:	Name:
Job title:	Job title:
Address:	Address:
Contact no:	Contact no:
Fax no:	Fax no:
Email:	Email:
Relationship of referee?	Relationship of referee?





### 3 Education and training

Please provide relevant details from secondary education onwards, with the most recent or highest qualification listed first.

Name and address of education establishment:	Dates attended From: To:	Exam details/results/qualifications gained:

### 4 Professional membership/registration

Are you registered with a professional body? Yes ☐ No ☐

Name of body:	Reg. no:	Expiry date:
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### 5 Other training and skills relevant to this position

Please detail any training courses attended including short courses/workplace or IT training which are relevant to this position. (Please continue on separate sheet if necessary.)

Course details:	Dates attended From: To:	Was this course held in-house or at an external establishment? If external, please detail.

Name of employer:	Department:
Address:	Job title:
Start date:	Salary/grade:
Date of leaving (if applicable):	Benefits:
Notice period (if applicable):	Reason for leaving:
Please detail current duties:	

Please give details of your full employment history, detailing any periods of unemployment and unpaid or voluntary work (most recent first). Continue on separate sheet if necessary.				
Dates From: To:	Employers name and address:	Job title:	Salary/grade:	Reason for leaving:



## 7 Supporting statement

Please make full use of this section to give further information. Address the points listed in the person specification, and include why you want to apply for this post. Also detail how your skills and experience match the requirements of the position, and include details about your interests or voluntary work you've carried out that is relevant to the post. This section has a maximum length of two sheets of A4 paper.



## 8 Additional information

Are there any dates when you would be unavailable for interview?
How did you find out about this vacancy?
If successful, when would you be available to take up this appointment?
Please detail any commitments that may impact on your work obligations. For example, TA, jury service, pre-booked holidays, etc.

## 9 Criminal convictions - Declaration subject to the Rehabilitation of Offenders Act 1974 (amended 2001)

Have you been convicted of a criminal offence? If yes, please provide details on a separate sheet.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you hold a current clean driving licence?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

## 10 Declaration

Are you related to a member or an employee of St John Ambulance? If yes, please provide details:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>Please note that information you have provided will be used purely to support your job application and for no other reason. If successful, relevant information will be transferred to your staff records. If unsuccessful, this information will be destroyed six months after the final application date.</p> <p>I declare that the information provided on this form, and on any accompanying documents, is true to the best of my knowledge and belief. I understand that false information may lead to the termination of employment or withdrawal of a job offer.</p> <p>Signed: _____ Date: _____</p>		

Please return the *Application form* as per the details stated on the advert or information letter.

Please send the *Equal opportunities monitoring form* separately as per the details stated on the advert or information letter.

# Equal opportunities monitoring

**St John  
Ambulance**



It is the aim of St John Ambulance to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability; or, is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To ensure that the equal opportunities policy is adhered to, it is necessary to collect the below information. Your cooperation is greatly appreciated.

This information is used solely for monitoring purposes and will be treated as confidential. Please detach this form from the main application form and return this separately to the recruiting manager for this post. Any information provided will not be used as part of the selection process.

Position applied for:	Closing date:
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Where did you see this post advertised:
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## Personal details

Your name:	
Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/>
Date of birth? DD/MM/YYYY:	

## Disability

Do you consider yourself to have a disability? (See notes at end of form.) If yes, please provide details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you registered disabled?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Registration number (if applicable):		
If you have any questions about your specific needs at the interview, or would like to give us more information, please contact the recruiting officer.		

## Ethnic origin

White	British	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Any other white group	<input type="checkbox"/>
Black or black British	Caribbean	<input type="checkbox"/>
	African	<input type="checkbox"/>
	Any other black group	<input type="checkbox"/>
Asian or Asian British	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>
	Any other Asian group	<input type="checkbox"/>
Mixed	White and black Caribbean	<input type="checkbox"/>
	White and black African	<input type="checkbox"/>
	White and Asian	<input type="checkbox"/>
	Any other mixed group	<input type="checkbox"/>
Any other ethnic groups	Chinese	<input type="checkbox"/>
	Any other group	<input type="checkbox"/>

## Sexual orientation

What's your sexual orientation?	Heterosexual <input type="checkbox"/>	Bisexual <input type="checkbox"/>	Lesbian <input type="checkbox"/>	Gay <input type="checkbox"/>
I do not wish to disclose my sexual orientation <input type="checkbox"/>				

## Religious group

What is your religious group?
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