

Job Description

Job title: Community Training and Volunteering Administrator

Reports to: Community Training Manager

Responsible for: N/A

Main purpose of job

To provide excellent administrative support for EAAA's Community Training and Volunteering team, specifically the flagship Community CPR and Defibrillator Training to schools, community groups and organisations across East Anglia.

Ensure all our training participants and supporters have a great experience supporting EAAA, and our community training improves outcomes for patients in cardiac arrest across East Anglia, saving more lives.

1. Main duties/responsibilities

- Be responsible for managing the Community CPR Training bookings and other more general enquires. Ensure that all those attending our training receive the highest standard of customer service.
- Manage the process (including session bookings, inventory, and testing) of all Community CPR equipment, materials and printed collateral, ensuring it is compliant and safe to use by the trainers. Maintain appropriate stock levels and arrange replacements, place orders, arrange repairs and update equipment and materials as required, in line with budget.
- Ensure all CPR and AED sessions are recorded accurately on our volunteer app, Volunteero, for our CPR volunteers to access. Develop and improve Volunteero for the Community Training Teams processes.
- Be responsible for supporting and stewarding new and current CPR volunteers through their recruitment process and while they support the Community Training Team. Ensure an accurate record of a CPR volunteers' journey is recorded on Volunteero and D365 for maintaining training compliance.
- Be responsible for managing the logistics for Community CPR equipment ensuring it is in the right place at the right time for the trainers to be able to deliver their sessions. Including managing relationships and booking in equipment for delivery/pick up with volunteers and trainers.
- Actively manage a training calendar and liaise directly with multiple resources to ensure training and bookings are fulfilled including Community CPR Trainer, Community CPR Volunteers and in some cases, partner training companies– providing accurate communication pre and post training.

- Support the delivery of larger scale Community CPR, attending events and demonstrations as part of the wider special events calendar, working with colleagues across the charity.
- Work with the Community Training Manager, CPR trainers and the wider charity to deliver supporter journeys and effective stewardship plans, making recommendations for improvement and changes. Pass on potential leads and opportunities to our colleagues in Fundraising and Supporters, Volunteering and Aftercare to create more support journeys from Community Training.
- Assist with the administration of the CPR Train the Trainer Programme, including bookings. Liaise with schools/colleges/sixth forms to ensure our Train the Trainer process is followed and demonstrate excellent customer service for our participants.
- Be responsible for collating and recording accurate and timely post training analysis, insight and evaluation reports, and monitor performance to inform all future activity and improvements.
- Book rooms (internally and externally) and take minutes, notes and actions for a variety of Community training meetings including cross department working group sessions, and Community CPR Volunteer meetings/training sessions.
- Record all information, activity and any income or expenditure related to Community Training on EAAA's D365 CRM system, ensure you adhere to GDPR and all other appropriate regulatory and legislative guidelines. Liaise with the Finance Team to generate or pay invoices, in line with budget.
- Work with the wider People and Culture team to ensure that volunteers are recognised for their contribution to the team and ensure the East Anglian Air Ambulance culture is being demonstrated through your work.

2. General duties/responsibilities

- The post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.
- Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.

- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Uphold and demonstrate the Charity's values (respectfulness, accountability, integrity, support, evolution).
- Awareness of responsibilities to reputation of charity e.g. social media and behaviour.
- Reporting incidents via the Datix system as part of an open and fair culture.
- Undertaking any activity as deemed appropriate by the charity and in line with skills, experience and knowledge.

3. Person specification

Essential	Desirable
Education	
5 GCSEs (or equivalent) or demonstrable experience in a similar role	First Aid at Work Qualification or willingness to undertake training.
Experience	
Strong administration and IT skills, and an ability to maintain records and produce clear written and oral reports.	Experience working with a charity either as an employee or a volunteer.
Knowledge and experience of using CRM systems.	Knowledge of current legislation in relation to training and first aid.
	Experience of using Microsoft Dynamics CRM system.
	Improving or implementing new processes.
Other Skills and Personal Attributes	
Excellent communication skills, especially confident on the telephone and the ability to deal with a diverse range of people.	
A good team worker, who can build effective internal and external relationships.	
Ability to assess priorities and objectives, and work to achieve these within agreed timescales.	

Ability to maintain strict confidentiality when dealing with personal information.	
Appreciation and alignment towards EAAA's values.	
Full, manual, driving licence.	