

Job Title:
Reporting to:
Network:

Event Healthcare Resourcing & Workforce Partner
Head of Event Healthcare
Operations & Income

Job Band:
Directorate:

Band 3
Urgent & Emergency Care

Job Summary

St John Ambulance is renowned for being England's first aid charity, and we have an ambitious plan to be the market leading authority on Event Healthcare into the future. As our Resourcing & Workforce Partner, you'll develop, implement and manage our blended workforce model which is crucial to our growth plans. You'll work closely with key internal stakeholders to lead our casual and employed workforce strategy, identifying and presenting opportunities to increase activity based on effective geographic and people capacity planning, market opportunities and trends. You'll provide insights and reporting to inform future plans and allow informed joined-up decision making.

Key Responsibilities

- Develop a new model of workforce resourcing, utilising casual and contract employee models, implement in two pilot regions, and review to determine the future direction of the programme.
- Ongoing management of the workforce programme, with eventual line management responsibility of direct reports, commensurate with programme growth.
- Functional line management of casual and employed workforce.
- Work in collaboration with enabling functions such as Clinical, People Services and Training to address any issues and seek resolution collectively.
- Work in collaboration with Event Healthcare Operations Managers and their teams, Volunteer Impact Partners and Commissioners of Region to understand our organisational ability to grow and meet current, future and emerging demands
- Collaborate with the Event Healthcare Leadership Team to analyse event data from delivered, rejected and declined business opportunities to inform, challenge and stretch internal planning assumptions across multiple teams
- Review market trends and competitor/partner activity to help inform internal planning and forecasting
- Engage, involve and empower all St John People in problem-solving and improving the organisation
- Actively promote diversity and a variety of perspectives across the organisation
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Important things you need to know about this job

- A flexible approach to working pattern is required, given the need to provide great service to our customers, collaborate with internal colleagues, and work in partnership with volunteers – all stakeholders with varying hours of availability.
- This role will require infrequent travel across England and occasional overnight stays

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

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 in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Currently educated to level 6, degree level (or equivalent industry experience), or studying towards	✓	
Evidence of recent & on-going continuous professional & personal development activity	✓	
Data / analytical qualification and/or experience		✓
Customer service qualification and/or experience		✓
Clinical qualification (ideally as a healthcare professional)		✓
Experience		
Experience of planning and forecasting activity and demand, forecasting and advising on gaps and opportunities	✓	
Experience of managing a casual and/or contract workforce	✓	
Working within a competitive commercial landscape	✓	
Experience of building agile administrative processes that support effective delivery of programme aims	✓	
Building and leading high quality, collaborative, results-focused teams	✓	
Can demonstrate experience of leading, introducing, and managing major change programmes	✓	
Skills, knowledge and abilities		
Can evidence innovative and strategic thinking ability	✓	
Possess the knowledge and expertise to be credible to internal and external stakeholders	✓	
Able to make sense of conflicting priorities and reach effective and speedy solutions	✓	
Ability to translate strategic goals into effective and achievable operational plans and capable of monitoring their progress and outcomes	✓	
Ability to assess risks, anticipate difficulties, and successfully address them	✓	
Highly developed negotiating and influencing skills	✓	
Strong leadership and management skills, with a track record of leading multidisciplinary teams and driving performance	✓	
Demonstrates a leadership style, which is visible and democratic	✓	
Demonstrate a compassionate and emotionally intelligent leadership style	✓	
Ability to embrace feedback and recognise the opportunities for learning it presents	✓	
DBS Requirement		
Does the role require a DBS check to be carried out to be successful for the role		
<i>If Yes what level of DBS check is required for the role Basic/Enhanced</i> <i>*please refer to the additional information page in reference for hiring manager guidance on DBS checks</i>	✓ Enhanced	



This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

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