



Northamptonshire  
Fire and Rescue  
Service



NORTHANTS  
EMERGENCY SERVICES  
VOLUNTEERS

**NHS**  
East Midlands  
Ambulance Service  
NHS Trust



## Volunteer Administrative Support Level 1

### Purpose of role:

To support Northamptonshire Emergency Services with Administration.

### Key Activities:

Volunteers take part in a wide range of activities, including:

- Taking minutes at meetings
- Assisting with internal audits
- Assisting operational crews with routine administration
- Assisting with data input and record keeping
- For those with interest and a little more time to commit we can also provide training on some of the bespoke systems we use.

### Experience/skills/qualifications required for the role:

- Good interpersonal skills and confidence
- The ability to attend centralised training, usually in Northampton or Kettering.
- Ability to work well within a team and to follow instructions
- Commitment and reliability
- Commitment to wear uniform (supplied) where necessary and maintain a smart appearance when representing the Emergency Services
- To behave in a manner that reflects the professionalism of Northamptonshire Emergency Services

### Support and Training given:

All Northamptonshire Emergency Services Volunteers (NESV) will undertake a one day or two evening induction course before undertaking any duties.

Training will be given by means of a short course followed by mentoring by a staff member. Initially Volunteers will accompany staff members and then, work with staff guidance. Depending upon your role you may then work alone with appropriate risk assessment in place (this will ordinarily only be to deliver equipment or if working from home).



All Volunteers will undertake the necessary checks associated with the role they undertake. This could be DBS, advanced DBS or a level of Police vetting. No unnecessary checks will take place and we would encourage you to have a conversation with us if you have concerns. We wish volunteering opportunities to be as inclusive as possible. We recognise that people have taken many different journeys to get to where they are today and we value the life experiences gained along the way. Our duty is obviously to ensure the safety of our communities and so, obviously, that must always take precedence.

### **Location:**

We operate throughout Northamptonshire and so the volunteering opportunities could occur anywhere within the county. Ordinarily you will be based in Northampton or Kettering but there is the potential to work remotely at any emergency services building where appropriate. Opportunities are offered in relation to the role you have volunteered for rather than the location of the activity. If you feel that it is too far to travel you can always decline the offer, we don't mind!

### **Time commitment:**

To be agreed with your allocated mentor, but suggested an average of 8 hours a month at times suitable to yourself and the Emergency Services. Where additional training is required to operate bespoke systems there may be a slightly higher time commitment.

### **Responsible to:**

The NESV co-ordinators. They are answerable to a steering group made up of officers from each of the Emergency Services and Volunteers.

If you are interested in Volunteering for this role please visit:

<http://apply.northants-volunteers.org.uk/>

