

Job Description: Head of External Training, St John Ambulance Ireland

Position Title: Head of External Training (Full-Time)

Organisation: St John Ambulance Ireland

Location: 29 Upper Leeson Street, Dublin 4

Employment Type: Full-Time (5 days a week)

Application Deadline: 5 June 2025

Overview of St John Ambulance Ireland

St John Ambulance Ireland is a volunteer-led charity which provides the highest professional standards of pre-hospital and related care and training in the community at local, regional and national level in a professionally run, volunteer-based, organisation

St John Ambulance is an international organisation with over 500,000 volunteers in over 20 countries. St John Ambulance Ireland has over 100 years' experience in the delivery of emergency first aid training throughout the country. We are one of the leading first aid training organisations with thousands of participants being trained annually. We are a recognised training institution with the Pre Hospital Emergency Care Council registered to provide recognised courses such as First Aid, Cardiac First Response, Emergency First Response and Emergency Medical Technician as well as Baby & Toddler, Manual Handling and Fire Warden. Our national medical and training faculty ensures each course content reflects best practice and is in line with National and International standards – St John Ambulance being a world-wide organization with the highest levels of Medical and Nursing clinical leadership. Our courses can be tailored to meet client changing needs and comply with bespoke requirements, including flexible delivery options.

St John Ambulance Ireland also provides Event Medical cover throughout Ireland. St John Ambulance is a PHECC-Approved Organisation which delivers pre-hospital care at all clinical levels, including Cardiac First Response, EMT, Paramedic & Advanced Paramedic levels, We also work with event organisers and statutory agencies to provide medical cover at events across Ireland. The organisation is run by unpaid volunteers at all levels up to and including our Commissioner, supported by a small paid staff and governed by a Board of Directors. We are a national organisation with groups (Divisions) across the country supporting the delivery of our services.

Job Description: Head of External Training (HET)

The role of the Head of External Training (HET) is

- to oversee the provision of public training provided by St John Ambulance Ireland (SJAI),
- to assist the Director of Learning & Development (L&D) in strategy planning and implementation for the organization and
- the provision of training for the uniform members.

The HET is responsible for the continuation of high-quality training for the public and development of systems that will enhance the experience that the public receives.

Overall Duties

- To market public training courses and increase market share.
- To provide support to the Director of L&D with the development and delivery of training courses provided by SJAI.
- To ensure that all Training Courses are delivered in line with our quality assurance agreements in place with our clients, course validation and best practices.
- To be a positive influence on the development and delivery of training courses.
- To deliver training courses in line with commercial expectations and to advise on areas of improvement for all personnel connected with SJAI.
- To 'support' - internally, for the company directors, other training staff and contracted trainers and, externally - our clients.
- To agree budgets and targets for the year and report against them at regular intervals.
- To represent the organisation at external conferences, briefings, and other stakeholder engagements as required

Training Team Responsibilities

- To ensure that all course instructors are aware and observant of the Policies and Procedures of SJAI and that these work instructions are followed.
- To provide proactive guidance and advice to the Training Team of SJAI in meeting standards devised and required by national accreditation bodies – PHECC, QNUK (already accredited), QQI (to be progressed).
- Assisting in the development and appraisal of staff/contracted trainers to allow them to fulfil their potential and to support them in delivering to the agreed standards.

Administration Responsibilities

- To ensure all administration needs are met to a standard expected and required by SJAI and national accreditation bodies.
- To develop administration policies and procedures for personnel to follow to ensure all documentation is maintained to an acceptable standard.
- To continually assess the standard of documentation being prepared and completed by course instructors to ensure Quality Standards are met.
- Liaise with the Director of Organisational Support regarding monies received for training and the spending on the agreed training budget.

Client Engagement

- To communicate with clients on the contents of training courses and the expected outcome for learners.
- To be responsible for making sure the needs of all our clients are met, which will include innovative thinking to guarantee top quality client service in line with our professional standards.
- To ensure client expectations are fully met and consider bespoke training options, where appropriate

Qualifications

Essential

- Proven experience as Training Lead or in a similar role, with a strong focus on programme development and programme implementation.
- Awareness of the implementation of quality assurance requirements for our awarding bodies
- Demonstrated success in client relationships and community engagement and relationship building with the commercial sector.
- Excellent project management skills, with the ability to prioritise tasks and meet deadlines.
- Strong self-motivation, with the ability to work independently and take initiative in driving projects forward.
- Demonstrated team leadership and building skills.
- Relevant Training and/or Educational qualifications with a minimum of level-6 special purpose award in training & development (or be willing to work towards it)



Desirable

- Sales and marketing experience
- Experience in Training delivery
- Experience working with/in the voluntary sector
- A PHECC-recognised clinical qualification

Personal Attributes

- Passionate about training and skills achievement
- Creative thinker with the ability to develop innovative solutions to challenges.
- Exceptional communication and interpersonal skills, with a talent for engaging diverse audiences.
- Clean driving licence

Terms & Conditions

Base salary of €55,000 plus a performance-related bonus. Pension and sick leave entitlement are also included in the package.

The successful candidate will work full-time typically during normal business hours; however s/he will be expected to work on evenings and weekends from time to time in agreement with the Leadership of SJAI. Time in Lieu is available for such scenarios and arrangements for working time will be agreed with the successful candidate during the appointment stage.

Application and Selection Process

Interested candidates are invited to submit their CV and a cover letter outlining their relevant experience and motivation for applying to staff.recruitment@stjohn.ie. Please include "Head of External Training" in the subject line.

The selection process may include shortlisting of candidates. The selection criteria will be based on the requirements of the position as set out above. It is, therefore, important that you provide a detailed and accurate account of how you believe your qualifications, skills and experience to date meet the requirements for the position of Head of External Training. This should be contained in a short document (maximum 2 pages) accompanying your CV. Candidates who have been successful at the shortlisting stage will be invited to an interview focused on seeking to establish the extent to which applicants possess and can demonstrate the skills required for the role.

SJAI is an equal opportunity employer and welcomes applications from individuals of all backgrounds and experiences. We are committed to creating an equal, diverse and inclusive environment for all employees.