Type: guide	Northumbria Blood Bikes: Auxiliary Role Description - Shadow Rider and Driver		
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A. Why do we need this guide

This document sets out the roles and responsibilities of an Shadow Rider and Driver.

B. Who is responsible for this guide

The Rota Manager of the group is responsible for the maintenance of this guide.
The Executive Committee is responsible for approving this guide.

All members of NBB Committee and any holder of the Shadow Rider and Driver role should be familiar with the information in this guide.

C. When will this guide be reviewed

The guide will be reviewed a maximum of two year's following its approval.

D. How will changes be notified

The latest version of the guide will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee and holders of the Shadow Rider and Driver role.

1. Aims of the Role

1.1. The Shadow Rider and Driver will assist a member on their early operational shift giving guidance and support where needed.

2. Who does this role report to

2.1. The Shadow Rider and Driver reports to the Shadow Shift Coordinator.

3. Responsibilities and Requirements of the role

The shadow rider/driver is not expected to complete a full shift with the on-shift rider/driver, but must spend as much time as necessary to make sure the on-shift rider/driver will be confident to complete the remainder of their shift alone before ending the shadow session.

3.1. The Shadow Shift Rider or Driver will be responsible for

3.1.1. Making contact and introduction before the shift with the allocated member to evaluate their requirements for support.

3.1.2. Being a point of contact for the allocated member before, during and after the shift.

3.1.3. Keeping up to date and understanding of NBB policies and procedures, and able to explain these to the allocated member.

3.1.4. Riders Only. Booking bike out on OLRS as an Event, giving details of the shadow.

3.1.5. Informing the shadow shift coordinator if circumstances change and no longer able to complete the shadow, giving as much notice as possible.

3.1.6. Liaising with the shadow shift coordinator regarding actions, concerns or feedback.

3.1.7. Ensuring timely update to the shadow shift coordinator to enable inputting of member milestones.

3.1.8. Lead by example at all times.

3.2. Whilst on shift the shadow rider or driver will

3.2.1. Inform the duty controller of their presence on shift.

3.2.2. Observe the on-shift member completing the following actions and providing support and feedback where appropriate:

- Vehicle checks and completion of check sheet
- Effective use of radio including battery changing and storage
- Effective use of vehicle Sat-nav
- Accurate completion of job receipt book.
- Accurate entering of jobs onto OARS.
- Guidance of customer locations where requested or required.

3.2.3. Riders only. MUST ensure that they are behind the on-shift rider at all times, except for

- Within customer locations when guiding to pickup/drop off points
- Rider is going in the wrong direction (once on track must drop behind again)

3.3. The shadow rider or driver requirements

3.3.1. Completed at least 25 (Bronze badge) **operational vehicle** shifts.

3.3.2. Been an operational rider or driver for minimum of 1 year (anniversary of assessment ride/drive)

3.3.3. Active member with a demonstrable track record of regular successful shift.

3.3.4. Have some flexibility to be available for members who request the support.

4. IT System Requirements

4.1. This role does require additional access to ICT systems beyond those of a normal member

4.1.1. Additional requirements for website access:

- This role does not require access to the Mail to All facility.

4.1.2. Additional requirements for OLRS access:

- This role does not require additional access to OLRS

4.1.3. This role has additional requirements for Email access:

- This role does require a personal NBB email address
- This role does require access to the email group- shadow@northumbiabloodbikes.org

4.1.4. Additional requirements for Slack:

- This role requires a Slack account
- This role does require access to the Shadow channel

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Version Control and History			
Date	**Version**	**Author:**	**Reason For Change**
Nov 2017	1.0	Ronnie Paton	First Version
Dec 2019	1.0	Ronnie Paton	Review no changes