



Type: guide	Northumbria Blood Bikes: Auxiliary Role Description - Radio Assistant		
Owner:	Vice Chair	Author:	Ronnie Paton
Approved:	06 June 2019	By:	Executive Committee
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A. Why do we need this guide

This document sets out the roles and responsibilities of an Radio Assistant.

B. Who is responsible for this guide

The Vice Chair 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 Radio Assistant 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 years 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 Radio Assistant role.

1. Aims of the Role

- 1.1.** The Radio Assistant will assist the Vice Chair to ensure the availability of a current version of the Dispatcher Software.
- 1.2.** The Radio Assistant will assist the Vice Chair to ensure that radio equipment in the field is serviceable and that faults are collated and remedied in an orderly and timely fashion.

2. Who does this role report to

- 2.1.** The Radio Assistant reports to the Vice Chair.
- 2.2.** The Radio Assistant may need to liaise with members to receive reports of faulty equipment.
- 2.3.** The Radio Assistant may need to liaise with contact within on the purchasing of additional equipment.

3. Responsibilities and Duties of the role

3.1. Dispatcher Software

- 3.1.1.** The Radio Assistant will ensure that the NBB approved version of Dispatcher is available for download from the NBB Website.
- 3.1.2.** The Radio Assistant will look out for new versions of Dispatcher Software, in liaison with the ICT officer, decide whether NBB should adopt the latest version.
- 3.1.3.** The Radio Assistant will ensure that a user guide (including installation instructions) for the approved version of Dispatcher is available for download from the NBB Website.
- 3.1.4.** The Radio Assistant will not be responsible for ensuring the correct operation of the Dispatcher software in individual members' homes beyond the initial testing of the software prior to release and provision of an appropriate user installation and usage guide.

3.2. Radios

- 3.2.1.** The Radio Assistant will ensure that the radio equipment in the field is serviceable.
- 3.2.2.** Inspect/test radio equipment, including vehicle equipment at each base as per agreed schedule and record any deficiencies and replace/repair in timely fashion.
- 3.2.3.** Inspect/test radio equipment at non-NBB bases as per agreed schedule and record any deficiencies and replace/repair in timely fashion.
- 3.2.4.** Collate reports of faults/omissions in the radio equipment from the members and test/repair/replace.
- 3.2.5.** In liaison with Vice Chair, publish an annual report to the committee, to include
 - Radio faults list.
 - Log of radios sent away for repair.
 - Recommendations of any upgrades/changes to the radio equipment
- 3.2.6.** Liaise with the Vice Chair and treasurer for approval on invoices for radio equipment.
- 3.2.7.** Liaise with Vice Chair.
- 3.2.8.** Arrange the shipping of faulty equipment to service centre for repair.

3.3. Approved Headset

3.3.1. The Radio Assistant will ensure that they have a stock of approved headsets and liaise with members who request one to ensure delivery/pickup at a suitable convenient time

3.3.2. Ensure that any monies collected from the supply of headsets is logged and passed to the treasurer.

3.4. Schedules

3.4.1. Base checks should be completed every 6 months

4. IT System Requirements

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

4.1.1. Additional requirements for OLRs access:

- This role does not require additional access to the OLRs.

4.1.2. This role has Additional requirements for Email access:

- This role does require a personal NBB email address
- This role does require a role-based email address – radiocomms#@northumbriabloodbikes.org.uk, where # donates the radio assistant number.
- This role requires access to the mail-to-all facility
- This role does not require access to an email group

4.1.3. This role has Additional requirements for the fault reporting system:

- This role requires support agent access
- This role requires access to the Radio group

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Version Control and History

Date	Version	Author:	Reason For Change
Oct 2017	1.0	Ronnie Paton	First Version
May 2019	1.01	Ronnie Paton	Added 4.1.4
June 2019	1.02	Ronnie Paton	Changed committee reporting line
April 2020	1.03	Ronnie Paton	Removed ref to Andromeda