

Crisis Hub Officer

Job Level	2b	Job Reference No:	
		Role Review Date	
Job Location	Hybrid		
Directorate	UK Operations	Function	CRCR
Service	Crisis & Emergency Response	Reports to	Team Manager – Crisis Hub

Scale and scope of role

Direct Reports	0	Indirect reports	0
Budgetary responsibility/ accountability	£0	Accountable for other resources	Management of Volunteers

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

The post holder will be part of a team delivering an effective and professional 24/7 Crisis Hub service. The post holder will deliver a range of activities within the Crisis Hub which will fall into two main categories:

- handling incoming requests from our statutory partners, deploying teams across the UK and providing support to deployed emergency response teams.

- providing much-needed help for people in need of support, whether it be before, during or after a disaster or emergency

Regarding the handling incoming requests from our statutory partners, the post holder plays a central role in the effective operational delivery of UK Crisis and Emergency Response functions through management of the 24/7 Crisis Response telephone line. The post holder is responsible for the efficient delivery of call handling and resource activation on behalf of the wider Emergency Response teams, getting our people to the right place at the right time, to support people in crises when they need us. This includes coordinating the deployment of responders and managing our Crisis Recovery offer through our helpline.

Regarding the provision of help for people in need of support via the Crisis Recovery Line service, the post holder will work as part of a hybrid staff/volunteer team, answering calls using our remote call centre system during the advertised opening hours, and providing outbound calls and written responses to email/web based enquiries outside of the advertised support line hours.

Main responsibilities

Operational Delivery

- Supporting the delivery of our crisis response work across the UK by receiving support requests from statutory partners, mobilising volunteers and communicating with key staff
- Ensure statutory partners receive a quick and efficient response to their enquiry whilst working in a fast paced and changing environment
- Receive and respond to calls from members of the public who are in need of practical or psychosocial support; provide telephone based emotional support to distressed individuals contacting the line, and written responses to service users as required
- Manage, coordinate and support volunteers to also respond to support requests from the public
- Identify and raise Safeguarding concerns, and undertake follow up actions under the advice of BRC's Safeguarding Advice Team
- Work as an effective problem solver and thinking innovatively whilst ensuring any issues are dealt with in a professional manner and all processes are properly adhered to
- Ensure deployed teams remain safeguarded and supported during their work
- Process internal referrals/queries to enable callers to access BRC's UK support services

- Attend and contribute to briefings and de-briefings at the beginning and end of shifts, leading these as shift supervisor as and when required
- Undertake supporting administrative duties as required
- Ensure that data protection and confidentiality are maintained at all times, within the bounds of BRC policy and procedures
- Work collaboratively with the wider Crisis Response & Community Resilience department to ensure business needs are met whilst ensuring effective communication and an optimal working environment for staff, volunteers and Red Cross partners
- Work within a hybrid contact centre environment and support the achievement of key performance indicators; specifically, that all calls are answered within the target time range and with targeted levels of caller satisfaction
- Ensure the needs of people in crisis remain the focus of our work

Quality management

- Ensure databases instrumental to the completion of role responsibilities are maintained and up to date
- Ensure tasks are handled in line with standard operating procedures
- Adhere to relevant policies and procedures specific to the Crisis Hub when dealing with requests
- Participate in shift debriefs to identify learning and good practice
- Ensure that handovers are completed accurately
- Complete all technical and induction training specific to the Crisis Hub , including any subsequent refreshers and attend team meetings as required

Team Member

- Actively participates in all team meetings
- Supports other team members
- Works and behaves in accordance with all BRC policies and procedures

- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Required No

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<p>Excellent communication skills with a variety of audiences</p> <p>Solutions focused with an ability to think ahead to next steps and include others in decision making where appropriate</p> <p>Able to provide emotional support, in a calm and responsible manner</p> <p>Able to provide service users with practical support, and signposting as appropriate</p> <p>A good telephone manner demonstrating patience, empathy and concern for others</p> <p>Strong IT proficiency, including confidence using IT including Microsoft Office</p> <p>Reliable, with excellent timekeeping</p>			
	Desirable	<p>Knowledge of the service or willingness to undertake training</p> <p>Knowledge of Information Governance, and Health and Safety practices for the service and/or willingness to undertake training</p> <p>Self-motivated and able to operate with minimal supervision</p>			
Experience	Essential	<p>Experience of working in a call handling environment</p> <p>Experience of maintaining effective communication in time sensitive and high pressure situations</p>	S	I	
	Desirable	<p>Experience of delivering high quality services to the public</p> <p>Experience of dealing with complex situations and tasks</p> <p>Experience of providing support to others</p>			

		<p>Experience of handling calls in an emergency response environment</p> <p>Experience of coordinating volunteers in an emergency response environment</p> <p>Experience of using a range of IT platforms, including Microsoft Dynamics, Wordpress and/or remote call centre systems</p>			
Values in Action		<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

Additional requirements	Essential	<p>Ensures inclusive practice and promotes diversity</p> <p>Ability and willingness to work unsociable hours – the Crisis Hub operates 24 hours a day, 7 days a week</p> <p>Access to a quiet space to work from home or within a confidential environment</p> <p>Willingness to deploy to a BRC office location as required (for example, Salford), during major crises</p> <p>Willing to uphold the Fundamental Principles and values of the International Red Cross and Red Crescent Movement and adhere to the Society's Equal Opportunities Policy</p>	
	Desirable	Able to work and travel as appropriate to the needs of the job	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.