

Job description and person specification

MAS Service Assistant			
Salary level	1a	Job reference number	
Department	MAS	Directorate	MAS/CES
Work location	Ballymena	Reports to	Service Delivery Coordinator
Role duration	Permanent	Last updated	August 2023

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact	The Service Assistant is responsible for operational duties within their defined geographical area of booking out wheelchair loans and receiving returned wheelchairs.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to 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. Within the UK, the British Red Cross currently operates through over 4000 staff and over 20,000 volunteers.

Overall purpose of the role

The Service Assistant is responsible for the day-to-day management of the Wheelchair Loan service located in Ballymena. This service is primarily driven by the need to provide a range of standard temporary loan wheelchairs to augment the provision of wheelchairs to clients within the Northern Health and Social Care Trust area.

The Service Assistant will take on operational responsibility for this key spoke within their remit ensuring that the service is provided in a efficient and effective way. This will involve dealing with referrals, loaning out stock, completing required paperwork, receiving returned stock and updating IT systems.

Principal responsibilities

1. Service delivery

- > The spokes are managed in line with national standards, policies and procedures including the customer presentation, opening times and the development of delivery options
- > Local marketing is undertaken when and where required and local relationships with hospitals and referring agencies are positive
- > Service users have access to up to date and relevant information on how to use equipment effectively and safely.
- > Feedback regarding service improvement and innovation is shared at appropriate levels
- > Collaborative relationships with local area management and staff are built and maintained
- > The activities of the Hub and Service Manager role are covered appropriately in their absence
- > Spokes are operationally covered in the absence of the service assistant or volunteer

2. Administration/ Record keeping

- > The stock control system, run via the Beneficiary Relationship Management system, is up to date and equipment entries are accurate
- > Storage areas are kept clean and safe and follow health and safety policies and procedures
- > Reports are accurate and meet the needs of senior management
- > Service statistical information is collected, collated and reported accurately to our commissioners and senior managers
- > Service user feedback is collected, collated and reported accurately
- > Records are accurate, timely and appropriately input into BRMS (Beneficiary Relationship Management System) and any other agreed IT systems in line with organisational procedures and approaches

3. Team member

- > Colleagues supported as required
- > Contributes effectively to team meetings
- > National procedures and guidance followed to ensure a safe, effective and efficient environment
- > Training and development undertaken to develop and grow the role and individual and improve performance
- > Staff and resources managed effectively in accordance with BRC policies and procedures

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<ul style="list-style-type: none"> > Computer literate with ability to work with online stock management system and Microsoft office ✓✓ > Ability to support people to access the service who may be in crisis or in a state of distress > Volunteer management/team building skills ✓✓ > Ability to lead a team ✓✓ > Good inter-personal and communication skills ✓✓ > Able to prioritise tasks and manage workload under pressure ✓✓ > Ability to use own initiative when dealing with problems and willingness to seek advice when needed > Ability to deal with queries in a diplomatic, professional and confidential manner > Ability to plan/organise own workload and that of others ✓✓
Knowledge (including education and training)	<ul style="list-style-type: none"> > Volunteer management qualification, equivalent by experience or willing to undertake the Red Cross Volunteer Management course within 3 months ✓✓

	<ul style="list-style-type: none"> > Educated to GCSE level or equivalent by experience
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Experience	<ul style="list-style-type: none"> > Experience of working with minimum supervision > Experience of customer service > Experience of working in a busy office environment with competing pressures > Experience of volunteer management or managing a small team ✓✓ > Maintaining computerised and manual records > Responding effectively to e-mails, letters and documents > Experience of working remotely or covering a geographical area > Experience of workforce planning and scheduling > Experience of building and maintaining positive partnerships ✓✓ > Experience of liaising with external agencies (statutory and voluntary) on a day to day basis and achieving agreed outcomes ✓✓ > Experience of monitoring and reviewing standards and quality
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<p>Behaviours</p>	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Thinks from a people in crisis perspective <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Challenges others to be more commercial and value-for-money focussed in their thinking <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Asks relevant questions of the people who are in the position to respond, such as people who are directly involved <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Demonstrates an ability to build a shared
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	<p>understanding by communicating openly and honestly, responding appropriately and giving explanations</p> <p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Demonstrates enthusiasm and commitment, taking ownership and involving others in order to contribute to the British Red Cross achieving its purpose <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Facilitates on-going learning and development for themselves and others by prioritising development and promoting, supporting and making available developmental opportunities and evaluating their effectiveness <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Proposes solutions based on a logical evaluation of available information <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Role model's good behaviour to achieve the organisations vision
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Additional requirements	<ul style="list-style-type: none">> Demonstrate an understanding of the Red Cross Fundamental Principles and examples of acting in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic).> Adhere to BRC equal opportunities and anti-discriminatory policies and promote diversity> Confidence covering a geographical area and willingness to travel regularly between spokes and to and from the hub> Ability to travel within the area ✓✓
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In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. All disabled candidates who meet the essential criteria (✓✓) will be short listed for interview in line with our commitment to the Disability Confident Scheme.