

Administrator

Job Level	2a	Kornferry Function	ASA
Directorate	Internal Services	Function/Service	Internal Shared Services / SSC
Direct Reports	Nil	Indirect Reports	Nil

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.

The BRC shared service function is a centre of expertise providing finance, HR, procurement, fundraising and other corporate, transactional and business support services which are designed to meet the needs of the BRC model and enables colleagues to focus on delivery of their professional services.

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.

Purpose	The Administrator works as part of the Shared Services Administration team and will deliver a first-class administration support function covering all administration tasks. The post holder will be expected to work closely as part of a team providing cover for the Administration Manager when necessary. The Administrator will be expected to work with managers across the shared service centre delivering the appropriate level of service within agreed SLAs.		
Budgetary responsibility/ accountability	None	Accountability for other resources	None
Key Responsibilities	Facilities & Front-of-House Management - Oversee mailroom operations, ensuring efficient, secure handling of all incoming and outgoing post, and driving service improvements - Lead reception services, managing supplies, deliveries and visitor experience to maintain a professional and responsive front-of-house - Coordinate meeting room usage, ensuring rooms are appropriately prepared and implementing systems to enhance utilisation and user satisfaction - Manage facilities issues proactively, ensuring timely resolution and supporting wider facilities initiatives and assigned duties Operational Support Services - Own the full lifecycle of ID card management, including reporting, printing, packaging, and secure disposal, with a focus on accuracy and data integrity - Manage all Administration and Fleet correspondence, acting as the central point of contact and ensuring consistent, compliant communication and effective customer service - To provide data processing services as required by teams in Internal Shared Services to provide cover for holidays, sickness, absence and high peak activities - Deliver and oversee document services, including printing, scanning, photocopying, and mailings for internal departments and external stakeholders, ensuring prioritisation and quality standards Fleet administration support - Complete driver licence checks and record and distribute endorsements, fines, charges and all other statutory penalty notices received.		

	• Distribution of any log-books. • Support for the external partner of fleet management with relevant tasks • Support the scheduling of vehicles for servicing, maintenance or repair with maintenance providers liaising if required between providers and service delivery teams and provide logistics support as and when required. • Monitor and track Fleet Key Performance Indicators and support with internal reporting; update insurance database listing (MID). <i>The 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.</i>
Knowledge & Skills	• Competent IT user with ability to use online systems* • Ability to collect and record a range of information e.g. statistics, user feedback * • Strong organisation and time management skills* • Excellent interpersonal and communication skills • Proposes solutions based on a logical evaluation of available information • Ability to maintain strict confidentiality
Experience	• Experience in a support or administrative role in an office* • Demonstrable experience in seeing things from others' perspectives and ability to make compromises to create solutions which work for everyone* • Self-motivated with experience in working proactively across boundaries to raise or solve issues* • Experienced in managing own time and workload, and responding to, and prioritising a range of competing demands • Experience in continuously improving a service/function and supporting goals to drive operational excellence • Demonstrating excellent attention to detail
Additional requirements	

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	None
PVG- Scotland	None
Access NI- Northern Ireland	None
Driver Check	No
<u>International Roles Only</u>	
International Police Check	No
International Driving Licence for manual cars	No

Role Reference		Review Date	
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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.