

## Service Administration Assistant

<b>Job Level</b>	Level 1a	<b>Job Reference No:</b>	
		<b>Role review date:</b>	May 2023
<b>Directorate</b>	UK Operations	<b>Function</b>	Health and Care
<b>Service</b>	Health & Care	<b>Reports to:</b>	Support Officer

### Scale and scope of role

<b>Direct reports</b>	0	<b>Indirect reports</b>	0
<b>Budget responsibility/ accountability</b>	0	<b>Accountable for other resources</b>	0

### 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 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.

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 that 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.

### 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 partnerships, 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.

## Purpose of the role

To assist the Support Officer in providing an efficient and reliable administrative and operational support function to the Area. The post holder will undertake a range of administrative and service support duties that are delivered in accordance with both the needs of the Area and corporate requirements.

## Key responsibilities

### General support

- Provide proactive and efficient administrative support to service staff and assist with the delivery of services as appropriate, identifying areas for improvement to aid service delivery
- Where applicable, meet and greet clients, the public, staff and volunteers in a positive and welcoming manner
- Respond to requests for British Red Cross services/information, and signpost to other organisations as required
- Book and make arrangements for meetings and travel across the Area, providing administrative support including minute taking and arranging facilities as necessary
- Provide general administrative duties, support for area services, and respond to phone and email enquiries from members of the public, health professionals and BRC colleagues
- Mentor and support volunteers within the administration team, improving their skills and knowledge

### Financial

- Handling and securing of monies appropriately, and in accordance with financial procedures
- Purchasing goods and services following BRC policies and procedures
- Handling invoices via Agresso and manual payments
- Completing general expenses

### Data handling

- Maintain confidential data in a secure and appropriate manner in line with information governance guidelines
- Enter accurate and high-quality data into our systems; as well as collating reports and assisting in the production of accurate spreadsheets in order to assist service delivery

## Property support

- React to urgent building matters that may arise in the absence of line manager
- Comply with British Red Cross Health & Safety policies including monitoring and recording health & safety in properties
- Support the emergency call-out procedure in line with the Area plan

## Team Member

- Actively participates in all team meetings
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action
- 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 Barring Service (DBS)
<ul style="list-style-type: none"><li>• None</li></ul>
Scotland
<ul style="list-style-type: none"><li>• None</li></ul>
Northern Ireland
<ul style="list-style-type: none"><li>• None</li></ul>

Drivers Check - Required – No

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
<p><b>Knowledge and Skills</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Positive, passionate and enthusiastic approach to customer service</li> <li>- Confident in using telephone systems and Microsoft packages</li> <li>- Ability to read and comprehend emails, letters and other relevant documents and respond as necessary</li> <li>- Excellent interpersonal and communication skills</li> <li>- Ability to deal with queries in a diplomatic, professional and confidential manner both verbally and in writing</li> <li>- Ability to work accurately, checking documentation for accuracy</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Ability to work in a busy environment and juggle a range of tasks</li> <li>- Ability to work as part of a team and on own initiative</li> <li>- Mentoring and providing basic instruction to others</li> </ul>	S	I I I I I I I I I I	A
<p><b>Experience</b></p>	S	I	A
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Providing general administrative duties including incoming and outgoing mail, answering the telephone and using a simple switchboard, scanning, filing, meeting and greeting customers</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>- Experience of providing proactive administrative support to others in a team environment</li> <li>- Experience of working in the voluntary sector</li> <li>- Maintaining computerised and manual confidential records, including accurate data entry</li> <li>- Arranging meetings and taking notes</li> <li>- Handling money</li> </ul>	S  S	I I I I I I I	

<b>Additional requirements</b>			
<b>Essential</b>			
- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b> .			
<b>Values in Action</b>			
<p><b>Dynamic</b> - We move forward as one team</p> <ul style="list-style-type: none"> <li>- Every day, we're adapting, innovating and learning</li> <li>- When the unexpected happens, we are calm, quick and efficient</li> <li>- We respond smartly, using clear processes and systems</li> </ul> <p><b>Compassionate</b> - We stand for kindness</p> <ul style="list-style-type: none"> <li>- People come first, no matter who or where they are</li> <li>- We have genuine, open-minded conversations</li> <li>- Together, we're a united force for good</li> </ul> <p><b>Inclusive</b> - We are open to all</p> <ul style="list-style-type: none"> <li>- We treat each other with dignity and respect</li> <li>- Every person's uniqueness is valued, supported and celebrated</li> <li>- Our individual backgrounds and experiences make our organisation stronger</li> </ul> <p><b>Courageous</b> - We are bold</p> <ul style="list-style-type: none"> <li>- We show our strength by doing the right thing</li> <li>- We aren't scared to test our creative ideas</li> <li>- As humanitarians, we go the extra mile to help people in crisis</li> </ul>			

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.