

My Journey to Red Cross Training – Anam



I work as a customer service administrator within Red Cross Training based in Salford, Greater Manchester. My goal was to join an organisation which would better my career and personal development skills. This was during the pandemic, so my main concern was working somewhere that would be flexible in my needs.

I saw an opening on the British Red Cross's website for a customer service administrator and applied. What drew me to the organisation was the humanitarian work the Red Cross conducted within the UK and worldwide. The Red Cross is big on mental health and wellbeing which was a positive when applying.

The application process was straightforward, everything about the role was advertised clearly online with extra information attached as well. After applying, the turnaround to knowing I got an interview was extremely quick. An email was sent so I could choose a time slot suitable for me.

Everyone in the interview was extremely friendly and answered all the questions I had about the Red Cross and the role. Once I got the job, communication was clear on the induction process, when I would start, and who would be supporting me.

The induction and training process lasted a number of weeks. During that time, I was made familiar with the Red Cross's vision and what my role would involve.

All the new starters in my group were provided with a learning matrix checklist. We would only mark a task as completed when we felt comfortable, and when we had the best knowledge for a task. Mandatory and team bespoke e-learning was also completed during the training period. Further training and support were continuously provided whilst working in my new role.

I have now been working as a customer service administrator for a year and a half. I thoroughly enjoy working within my role and the wider RCT department team. My role is diverse, and I have opportunities to collaborate with the wider sales team daily to provide a smooth service to our clients.

My day-to-day tasks include communicating with venues, administrative work, researching new ways to improve my role and collaborating with other departments. I enjoy working at RCT as I get the opportunity to work flexibly and present my ideas to improve my workload. I enjoy the balance that hybrid working provides. Each day I am presented with tasks which keep me focused while I can use my initiative skills to get work done.

Some of the highlights working with RCT include:

- Support is always guaranteed when needed.
- Chance to collaborate with and engage in projects going on in RCT.
- Flexibility with workload and personal time.
- Frequent communication with the wider department.

It really is a great place to work!