

MAS Service Assistant (Staff led spokes programme)

Job Level	1b	Job reference No.	2902
		Role review	
Directorate	UK Operations	Service/Function	CEMAS
Reports to	Hub Manager		

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, receiving returned wheelchairs and providing a local home delivery service.		

Context

We help anyone, anywhere in the UK and around the world, 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 global Red Cross and Red Crescent 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 Service Assistant is responsible for the day-to-day delivery of the Mobility Aids Hire service. This service is primarily driven by the need to provide a range of standard temporary loan wheelchairs and toileting aids to members of the public who do not qualify for statutory provision from local commissioners.

Working alongside volunteers, the Service Assistant will take on operational responsibility for this key outlet within their remit ensuring that the service is provided in an efficient and effective way. This will involve dealing with referrals, loaning out stock, completing required paperwork, receiving returned stock and updating IT systems. The role may also be used to operate a local home delivery service, responding to bookings from service users

Main responsibilities

Service delivery

- The outlet is managed in line with national standards, policies and procedures including the customer presentation, opening times and the operation of home 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, staff and volunteers are built and maintained

Administration/ Record keeping

- The computerised stock control 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
- Payments/donations are taken and accounted for in accordance with British Red Cross policy. Refunds are handled promptly
- Records are accurate, timely and appropriately input into ELMS (Electronic Logistics Management System) and any other agreed IT systems in line with organisational procedures and approaches

Team Member

- Actively participates in all team meetings
- Supports other team members
- Work 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).

Pre engagement checks

Criminal Records

Type of criminal record checks required for this role (please delete as required must leave all 3 check headings on role description)

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> Protecting Vulnerable Groups (PVG) – Adult & Child
Northern Ireland
> None
>

Drivers Checks

> Required : Yes

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge and Skills	Essential	<p>Ability to work with online stock management system and Microsoft office</p> <p>Good inter-personal and communication skills</p> <p>Able to prioritise tasks and manage workload under pressure</p> <p>Able and confident to handle cash and card payments</p> <p>Ability to deal with queries in a diplomatic, professional and confidential manner</p>	<p>S I</p> <p>I</p> <p>S I</p> <p>S I</p> <p>S I</p>
	Desirable	<p>Ability to support people to access the service who may be in crisis or in a state of distress</p> <p>Ability to use own initiative when dealing with problems and willingness to seek advice when needed</p> <p>Educated to GCSE level or equivalent by experience</p>	<p>I</p> <p>I</p> <p>I</p>
Experience	Essential	<p>Experience of customer service</p> <p>Experience of working with minimum supervision</p> <p>Experience of working in a busy office environment with competing pressures</p> <p>Maintaining computerised and manual records</p> <p>Responding effectively to e-mails, letters and documents</p>	<p>S I</p> <p>S I</p> <p>S I</p> <p>S I</p> <p>S I</p>
	Desirable	<p>Experience of working remotely or covering a geographical area</p> <p>Experience of monitoring and reviewing standards and quality</p> <p>Experience of building and maintaining positive partnerships</p>	<p>I</p> <p>I</p> <p>I</p>

Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <p>Always asks ‘what does this mean for people in crisis?’</p> <ul style="list-style-type: none"> > Puts people in crisis at the heart of what they do > Thinks from a people in crisis perspective <p>ACCOUNTABLE FOR RESOURCES</p> <p>Is commercially minded</p> <ul style="list-style-type: none"> > Has good general ‘commercial awareness’ > Uses resources effectively > Keeps value for money in mind at all times <p>SEEKING INSIGHT</p> <p>Gathers information</p> <ul style="list-style-type: none"> > Demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation > Asks relevant questions of the people who are in the position to respond, such as people who are directly involved <p>WORKING COLLABORATIVELY</p> <p>Pro-actively works across boundaries and hierarchies</p> <ul style="list-style-type: none"> > Pro-actively works across boundaries to raise or solve issues > Involves others by encouraging participation in order to develop agreed solutions > Is able to see things from others’ perspectives and to make compromises to create solutions which work for everyone 		
Additional requirements	Essential	<ul style="list-style-type: none"> - Ensures inclusive practice and promotes diversity - Ability to travel within the area - Ability to lift and handle equipment in accordance with Society’s manual handling arrangements 	I S I
	Desirable	<p>Confidence covering a geographical area and willingness to travel regularly between spokes and to and from the hub</p> <p>Experience of driving small sized vans (driving licence Category B)</p>	I I I

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.