

# Service Delivery Coordinator – Mobility Aids Service Norfolk & Waveney

<b>Job Level</b>	2b	<b>Job Reference No:</b>	
		<b>Role Review Date</b>	January 2025
<b>Directorate</b>	FaSE	<b>Function</b>	CEMAS
<b>Service</b>	MAS	<b>Reports to</b>	Service Manager

## Scale and scope of role

<b>Direct Reports</b>	6	<b>Indirect reports</b>	30
<b>Budgetary responsibility/ accountability</b>	0	<b>Accountable for other resources</b>	3 MAS Outlets Volunteers

## 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 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 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 Delivery Coordinator is responsible for the line management of staff and volunteers who deliver the Mobility Aids Service in Norfolk & Waveney, promoting the service in the area and supporting the Service Manager.

## Key Responsibilities

### Operational Delivery

- The outlets are managed in line with national standards, policies and procedures including the customer presentation, opening times and the development of delivery options
- Volunteer teams are organized appropriately to cover the needs of the service user and rosters are accurate and managed
- Feedback regarding service improvement and innovation is shared at appropriate levels
- Collaborative relationships with local area management and staff are built and maintained

### Promotion

- Local relationships with health and other agencies are built and maintained
- Attending networking events to promote the Mobility Aids Service
- Volunteer recruitment promotion

### Staff Management

- Staff receive line management support and supervision
- Staff complaints, issues and concerns are handled sensitively and within national policy and procedures
- staff teams are trained and competent to deliver high quality service

### Volunteer Management

- Volunteers receive inductions, line management support and supervision
- Volunteer complaints, issues and concerns are handled sensitively and within national policy and procedures
- Volunteer teams are trained and competent to deliver high quality service

### 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).

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

England and Wales - Disclosure and Baring Service Check (DBS)
None

### Drivers Checks

> Required: Yes
-----------------

## 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 partnership, 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.

## Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
<b>Knowledge and Skills</b>	Essential	<ul style="list-style-type: none"> <li>• Computer literate with ability to work with online stock management system and Microsoft office</li> <li>• Ability to influence commissioners, funding bodies and other stakeholders</li> <li>• Knowledge of marketing strategies</li> <li>• Ability to support people to access the service who may be in crisis or in a state of distress</li> <li>• Effective Volunteer management/team building skills</li> <li>• Ability to lead a team</li> <li>• Good inter-personal and communication skills</li> <li>• Able to prioritise tasks and manage workload under pressure</li> <li>• Ability to use own initiative when dealing with problems and willingness to seek advice when needed</li> <li>• Ability to deal with queries in a diplomatic, professional, and confidential manner</li> </ul>	S  S   S     S	I  I   I I  I  I  I	
	Desirable				
<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>• Experience of working with minimum supervision</li> <li>• Experience of customer service</li> <li>• Experience of volunteer management or managing a small team</li> <li>• Maintaining computerised and manual records</li> <li>• Responding effectively to e-mails, letters and documents</li> <li>• Experience of working remotely or covering a geographical area</li> <li>• Experience of delivering project work to agreed timescales, budget and quality</li> </ul>	S  S S    S S	I   I  I  I	
	Desirable	<ul style="list-style-type: none"> <li>• Experience of workforce planning and scheduling</li> </ul>	S	I	

Behaviours	<b>FOCUSSING ON PEOPLE IN CRISIS</b> Actively addresses the needs of people in crisis > Finds ways to define and continually improve services for people in crisis > Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of	
	<b>ACCOUNTABLE FOR RESOURCES</b> Is commercially minded > Has good general 'commercial awareness' > Uses resources effectively > Keeps value for money in mind at all times	
	<b>EMBRACING AND LEADING CHANGE</b> Promotes constructive change > Implements constructive changes successfully and supports others to do so > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully > Manages own responses to uncertainty around change and takes account of other peoples' responses	
	<b>WORKING COLLABORATIVELY</b> Pro-actively builds collaborative relationships internally and externally > Takes the time to be curious, gets to know others and their perspective, formally and informally > Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions > Helps others to understand the common ground	
Additional requirements	Essential	<ul style="list-style-type: none"><li>• Clean and valid Driving License</li><li>• Own vehicle</li><li>• Confidence covering a geographical area and willingness to travel regularly (weekly) between locations in Lowestoft, King's Lynn and Norwich.</li><li>• Ensures inclusive practice and promotes diversity</li></ul>
	Desirable	

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.