

## Business Support Assistant

<b>Job Level</b>	2b	<b>Job Reference No:</b>	8014
		<b>Role Review Date</b>	June 2023
<b>Directorate</b>	People Services	<b>Function</b>	People Advisory
<b>Service</b>	People Advisory	<b>Reports to</b>	Head of People Advisory

### Scale and scope of role

<b>Direct Reports</b>	None	<b>Indirect reports</b>	None
<b>Budgetary responsibility/ accountability</b>	None	<b>Accountable for other resources</b>	None

### 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

Provision of a wide range of administrative support and project coordination to the People Advisory, People Business Partnering and Reward teams. Support the teams to deliver an effective and efficient customer focused service.

## Key Responsibilities

### Staff Association

- Support the recruitment and election of representatives to cover all positions and vacancies
- Meeting calendar agreed and published
- Agendas for individual meetings prepared in agreement with Chair and Vice Chair, including guest speakers, participants
- Meeting paperwork issued and minutes and actions available in accordance with agreed timescale

### Systems Support

- Relevant Intranet (RedRoom) pages are up to date, appropriate and user friendly.
- All system tasks carried out in a timely and accurate manner (e.g. requisitions, invoices, expenses etc.)

### Meetings/Conference Support

- Meetings are arranged and venues booked as requested; to include liaison with delegates and venues
- Diaries are managed to ensure required meetings arranged as requested
- Agenda are drafted, minutes/papers are collated, and all are distributed as required
- Travel and accommodation is organised as required when requested (using the preferred supplier)

### General Administration Support

- General administrative support is undertaken to include accurate and timely typing of correspondence, reports and minutes; creation and manipulation of Excel spreadsheets; and creation of PowerPoint presentations
- Email and telephone enquiries are responded to in a quick and efficient manner giving the required detail as necessary
- Filing systems are up to date and archive storage is managed
- Support and advice provided to other team members as appropriate
- Opportunities to work more effectively to achieve overall objectives are identified
- Knowledge of roles and priorities of other team members ensures that opportunities for collaborative working are taken to achieve priority targets
- Assist with preparation of letters and other documents
- Assist with redundancy calculations
- To work in a collaborative way supporting other administrators within the Directorate when necessary

### 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 role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

## Drivers Checks

> Required No
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## 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>• Good written and oral communication ability (letters, minutes, notes etc.)</li> <li>• Working knowledge of Office 365</li> <li>• Attention to detail</li> <li>• Good personal organisation</li> <li>• Basic Project management</li> <li>• Numerate</li> <li>• Seeking insight: demonstrates an ability to gather and use information efficiently by checking what is required to understand the situation</li> <li>• Solutions Focused: defines the desired outcome by breaking the situation down into component parts ; and Identifies trends and questions inconsistencies in information/data</li> <li>•</li> </ul>	*	*	
	Desirable	•			
<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>• Working in an administrative role in a busy office or remotely in a large organisation</li> <li>• Supporting a team with general administration support – bookings, arranging meetings etc.</li> <li>• Administering a procurement process (raising POs, requisition etc.)</li> </ul>	*	*	
	Desirable	• Experience working in HR Team	*	*	

<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</li> </ul>		
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <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.