

Job description and person specification

Service Administration Assistant			
Salary level	Level 1a	Job reference number	#2001
Department	Independent Living & Crisis Response	Directorate	UK Operations
Work location	Swansea	Reports to	Support Officer
Role duration	12 months	Last updated	April 2016

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	Administration Assistant posts are responsible for providing an efficient and reliable administrative support service to staff and volunteers. The post holder will undertake a range of administrative and service support duties.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. 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. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

To assist the Support Officer in providing administrative and operational support functions to the Area that is managed and delivered in accordance with both the needs of the Area and corporate requirements.

Principal responsibilities

1. General support

- > Meet and greet clients, the public, staff and volunteers in a positive and welcoming manner.

- > Respond to requests for Red Cross services/information, and sign-posting to other organisations as required.
- > Book and make arrangements for the meetings across the Area, providing administrative support including minute taking and arranging facilities as necessary.
- > General administrative and reception duties, post (incoming and outgoing), answering the telephone, emails, preparing general correspondence, etc. in support of all area staff.

2. Financial

- > Handling and securing of monies appropriately, and in accordance with financial procedures.

3. Data handling

- > Maintain confidential data in a secure and appropriate manner in line with information governance guidelines.
- > 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.
- > Co-ordinate and provide data entry as well as collate reports and assist in the production of accurate spreadsheets in order to assist service delivery.
- > To comply with British Red Cross Health & Safety policies including monitoring and recording health & safety in properties.

4. Team member

- > React to urgent building matters that may arise in the absence of line manager.
- > Support the emergency call-out procedure in line with the Area plan.
- > Mentor and support volunteers within the administration team, improving their skills and knowledge.
- > Undertake any other relevant duties that may be required from time to time.

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<ul style="list-style-type: none"> > Positive, passionate and enthusiastic approach to customer service ** > Confident in using telephone systems, Microsoft packages & Outlook with the ability to create, amend and manipulate Word, Excel, Access and PowerPoint applications ** > Ability to read and comprehend emails, letters and other relevant documents and respond as necessary.
Knowledge (including education and training)	<ul style="list-style-type: none"> > Educated to GCSE level (or equivalent by experience).
Experience	<ul style="list-style-type: none"> > General administrative duties; incoming and outgoing mail, answering the telephone and using a simple switchboard, scanning, filing, meeting and greeting customers ** > Experience of providing proactive administrative support to others in a team environment > Experience of working in the voluntary sector > Maintaining computerised and manual confidential records, including accurate data entry. > Arranging meetings and taking notes. > Handling money
Competencies	<ul style="list-style-type: none"> > Outgoing with excellent interpersonal and communication skills ** > Ability to deal with queries in a diplomatic, professional and confidential manner both verbally and in writing ** > Ability to work accurately, check documentation for accuracy** > Ability to work under pressure and juggle a range of tasks > Ability to work as part of a team and also on own initiative. > Confident in mentoring and providing basic instruction to others.
Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Thinks from a people in crisis perspective <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Keeps value for money in mind at all times <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Asks relevant questions of the people who are in the position to respond, such as people who are directly involved <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Seeks support to positively manage personal responses to change as necessary

	<p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Involves others by encouraging participation in order to develop agreed solutions <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Thinks about how their communication methods impact others <p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Treats members of the team fairly and is open and honest <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Identifies and draws out relevant ideas in order to propose solutions <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Copes with set-backs and critique and seeks support
Additional requirements	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Ensure anti-discriminatory practice and promote diversity.

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*