

(Service Administration Assistant)

Job Level	1a	Job reference No.	4176
		Role review	July 2020
Directorate	UK Operations	Service/Function	ILCR
Reports to	Support Officer		

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

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

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.

Main responsibilities

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 signposting to other organisations as required.
- Arrangements for the meetings across the Area, providing administrative support including booking travel, minute taking and arranging facilities, as necessary.
- General administrative and some reception duties, post (incoming and outgoing), answering the telephone, emails, preparing general correspondence, etc. in support of all IL/CR area staff.
- 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.
- Undertake any other relevant duties that may be required from time to time.

Financial

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

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.

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).

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.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)

> None

Drivers Checks

> Required - No

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 in the UK. 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 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	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	Positive, passionate and enthusiastic approach to customer service **	S		
		Confident in using telephone systems, Microsoft packages & Outlook with the ability to create, amend and manipulate Word, Excel, and PowerPoint applications **	I & A		
		Ability to read and comprehend emails, letters and other relevant documents and respond as necessary.	S		
Experience	Essential	General administrative duties; incoming and outgoing mail, answering the telephone, and scanning, filing, meeting and greeting customers **	S		
		Maintaining computerised and manual confidential records, including accurate data entry.	I		
	Desirable	Experience of providing proactive administrative support to others in a team environment and across a large geographical area	I		
		Experience of working in the voluntary sector	I		
		Arranging meetings and taking notes.	I		
	Handling money	I			

Behaviours	FOCUSSING ON PEOPLE IN CRISIS Thinks from a people in crisis perspective		I		
	ACCOUNTABLE FOR RESOURCES Keeps value for money in mind at all times		I		
	SEEKING INSIGHT Asks relevant questions of the people who are in the position to respond, such as people who are directly involved		I		
	EMBRACING AND LEADING CHANGE Seeks support to positively manage personal responses to change as necessary		I		
	WORKING COLLABORATIVELY Involves others by encouraging participation in order to develop agreed solutions		I		
	COMMUNICATING AND INFLUENCING Thinks about how their communication methods impact others		I		
	LEADING AND ENGAGING Treats members of the team fairly and is open and honest		I		
	DEVELOPING YOURSELF AND OTHERS 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		I		
	SOLUTION FOCUSSED Identifies and draws out relevant ideas in order to propose solutions		I		
	MANAGING PERSONAL IMPACT Copes with set-backs and critique and seeks support		I		
Additional requirements	Essential	<ul style="list-style-type: none"> Ensures inclusive practice and promotes diversity 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** 	I S S S		
	Desirable	<ul style="list-style-type: none"> Ability to work under pressure and juggle a range of tasks Ability to work as part of a team and also on own initiative. 			

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.