

## Service Support Assistant

<b>Job Level</b>	Level 2a	<b>Job Reference No:</b>	
		<b>Role review date:</b>	February 2024
<b>Directorate</b>	Finance & Social Enterprise	<b>Function</b>	Community Equipment and Mobility Aids Service
<b>Service</b>	Mobility Aids Service- Direct to Consumer	<b>Reports to:</b>	Operations Support Manager-Admin

### Scale and scope of role

<b>Direct reports</b>	0	<b>Indirect reports</b>	0
<b>Budget responsibility/ accountability</b>	0	<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 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 Red Cross and Red Crescent global humanitarian network.

### Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that 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.

### 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 partnerships, 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.

## Purpose of the role

The Service Support Assistant is responsible for ensuring the smooth operation of the Mobility Aids Direct to Consumer service. This would entail being the first point of contact for our customers, maintaining the stock control system, handling bookings and payments, offering advice and guidance on the use of the equipment and any other administration duties to meet the needs of our customers.

## Key responsibilities

### First point of contact

- > Taking bookings and payments
- > Support customers with advice and guidance on how to set up and use the equipment safely.
- > Ensure high standards of customer service through the achievement of targets.
- > Ensure a high level of customer service including the use of low- level psychosocial support where needed.
- > Work as an effective problem solver, ensuring any issues are dealt with in a professional manner.
- > Assess suitability for the Assistance Programme (financial hardship) and process any such bookings accordingly.

### Administration/ Record keeping.

- > Complete scheduled and ad hoc administration tasks as required.
- > To ensure that the stock control system is up to date and equipment entries are accurate.
- > That all financial records are accurately maintained.
- > When required to prepare invoices and managing payments in respect of overdue and damaged equipment.
- > To processing orders for additional equipment.

### Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

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

<b>England and Wales – Disclosure and Barring Service (DBS)</b>
<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Scotland</b>
<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Northern Ireland</b>
<ul style="list-style-type: none"> <li>None</li> </ul>

**Drivers Check - Required – No**

### Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
<b>Knowledge and Skills</b>			
<b>Essential</b>			
- Computer literate with Microsoft office	X		
- Ability to work as part of a team.	X	X	
- Good inter-personal and communication skills		X	
- Ability to prioritise tasks.		X	
- Ability to use own initiative when dealing with problems and willingness to seek advice when needed.		X	
<b>Desirable</b>			
- The ability to work with online stock management system	X		
<b>Experience</b>	<b>S</b>	<b>I</b>	<b>A</b>
<b>Essential</b>			
- Experience of working with minimum supervision	X		
- Experience of providing a high level of customer service	X	X	
- Experience of dealing with the public on the phone	X	X	
- Responding effectively to e-mails, letters and documents	X	X	
<b>Desirable</b>			
- Working within a Contact Centre environment	X		
- Maintaining computerised and manual records		X	
<b>Additional requirements</b>			
<b>Essential</b>			

<ul style="list-style-type: none"> <li>- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b>.</li> </ul>			
<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 crisis</li> </ul>			

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.