

Fulfilment Administrator

Job Level	1b	Kornferry Function	
Directorate	Finance and Social Enterprise	Function/Service	Red Cross Training
Direct Reports	0	Indirect Reports	0
Line Manager Title	Fulfilment Manager	Budgetary Responsibility	0

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

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. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Role description:	
Purpose	<i>The Fulfilment Administrator plays a key role in ensuring the smooth, efficient processing and dispatch of orders for Red Cross First Aid Training. This includes coordinating closely with internal teams to support timely delivery, maintaining accurate and up-to-date records, and providing a consistently high standard of customer service.</i>
Key Responsibilities <i>Under maximum of 4 headings with a maximum of 6 bullets per heading</i>	<p>Purchasing and Fulfilment</p> <ul style="list-style-type: none"> • <i>Accurately and efficiently process orders while monitoring costs and ensuring all expenditure remains within agreed parameters.</i> • <i>Coordinate closely with warehouse teams to guarantee timely dispatch and maintain accurate inventory and shipment records.</i> • <i>Monitor and manage stock levels to prevent shortages or excess, responding quickly and effectively to urgent order requirements.</i> • <i>Work collaboratively with internal teams, services, suppliers, and other stakeholders.</i> • <i>Ensure all equipment purchasing, distribution, and disposal activities comply with national policies, procedures, and sustainability practices.</i> • <i>Support and maintain order logs, continuing to explore opportunities for improvements.</i> <p>Administration</p> <ul style="list-style-type: none"> • <i>Deliver high-quality customer service by handling enquiries promptly and effectively across online and telephone channels.</i> • <i>Carry out scheduled and ad-hoc administrative tasks, including stock management and dispatch operations from the Salford office.</i> • <i>Communicate regularly with the wider RCT team on order progress, proactively resolving fulfilment issues or discrepancies.</i> • <i>Ensure teams have the equipment and administrative support required to provide excellent service and maintain high levels of service-user satisfaction.</i> • <i>Work collaboratively with the training management team to meet business needs, ensuring smooth communication and a positive working environment.</i>

	<ul style="list-style-type: none"> • Support order and equipment monitoring processes and contribute to maintaining ISO 9001 and ISO 20121 accreditation standards. <p>Team Member</p> <ul style="list-style-type: none"> • Actively contributes to all team meetings. • Provides support and assistance to fellow team members. • Maintains ongoing self-development and completes required training. • Works and conducts themselves in accordance with all BRC policies and procedures. • Upholds the Fundamental Principles of the Red Cross and demonstrates integrity by living the organisation's values: inclusive, compassionate, courageous, and dynamic. <p><i>The 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.</i></p>
<p>Know-how</p> <p><i>From your overall 'Know-how' description, please indicate clearly which are 'Essential Criteria' (no more than 6) and which are 'Desirable Criteria' (no more than 3) – these will then be used in recruitment (for advertising and shortlisting purposes)</i></p>	<p>Essential</p> <ul style="list-style-type: none"> • Strong experience providing administrative support within a customer-focused environment. • Proven ability to perform effectively in a busy, fast-paced setting. • Demonstrated background in administrative or logistical tasks, including an understanding of purchasing processes. • Confident in exercising sound judgement and making difficult decisions when required. • Flexible, adaptable, and open to new ideas and ways of working. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of raising and managing purchase orders. • Knowledge of, or familiarity with, quality systems and associated procedures.
<p>Additional Requirements</p>	<p>N/A</p>

<p>Pre Engagement Checks Highlight bold as required</p>	
<p>DBS- England & Wales</p>	<p>None</p>
<p>PVG- Scotland</p>	<p>None</p>
<p>Access NI- Northern Ireland</p>	<p>None</p>
<p>Driver Check</p>	<p>No</p>
<p>International Roles Only</p>	
<p>International Police Check</p>	<p>No</p>
<p>International Driving Licence for manual cars</p>	<p>No</p>

<p>Role Reference</p>		<p>Review Date</p>	
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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.