

Job description and person specification

MAS Service Support Assistant			
Salary Level	2a	Job reference number	
Department	MAS	Directorate	MAS/CES
Work location	Hub	Reports to	Hub Manager/ Senior Service Support Assistant
Role duration	Permanent	Last updated	April 2016

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact	The Service support assistant ensures a high standard of customer service, stock control and administration of the mobility aids service within the footprint of the hub.		

Context

The British Red Cross helps people in crisis, wherever and whenever 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 currently operates through over 4000 staff and over 20,000 volunteers.

The Mobility Aids Service (MAS) supports people who need short-term loans of wheelchairs and other equipment to remain living independently. The MAS works on a hub and spoke logistics basis with hubs undertaking cleaning, maintenance and administration and spokes maintaining a high standard of service user interaction and support.

Overall purpose of the role

The Service support assistant gives a high level of customer service to people in crisis who contact the MAS service via phone or online. Whilst maintaining a high level of customer service the Service support assistant is also responsible for ensuring the delivery service, stock control systems, beneficiary relationship management and administration systems meet the needs of the service and maintain smooth and efficient operations. The Service support assistant works with colleagues in local spokes to ensure the needs of service users are met.

Principal Responsibilities

1. First point of contact for people in crisis

- > Service users are supported to access the service by phone and online
- > Online and telephone service is maintained and queries are answered within agreed time limits and appropriately
- > Service users receive a high level of customer service including the use of low level psychosocial support where needed
- > Service users who present at the hub to collect equipment receive good customer service

2. Administration/ Record keeping

- > The stock control system, run via the Beneficiary Relationship Management system, is up to date and equipment entries are accurate
- > Warehouse and cleaning facilities are kept clean and safe and follow health and safety policies and procedures
- > Delivery services between the hub and spokes are efficient and meet the needs of the spokes
- > Equipment is bought and disposed of in line with national policies and procedures
- > Spokes receive the equipment and administrative support they need to maintain a high level of service user satisfaction
- > Records are accurate, timely and appropriately input into BRMS (Beneficiary Relationship Management System) and any other agreed IT systems in line with organisational procedures and approaches

3. Team member

- > Colleagues supported as required
- > Contributes effectively to team meetings
- > National procedures and guidance followed to ensure a safe, effective and efficient environment
- > Training and development undertaken to develop and grow the role and individual and improve performance
- > Staff and resources managed effectively in accordance with BRC policies and procedures

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"> > Computer literate with ability to work with online stock management system and Microsoft office** > Calm telephone manner and ability to support people to access the service who may be in crisis or in a state of distress** > Ability to work as part of a team** > Good inter-personal and communication skills** > Able to prioritise tasks and manage workload under pressure > Ability to use own initiative when dealing with problems and willingness to seek advice when needed > Ability to deal with queries in a diplomatic, professional and confidential manner** > Ability to plan/organise workload > Ability to work with colleagues who are based in other locations**
Knowledge (including education and training)	<ul style="list-style-type: none"> > Working knowledge of switchboard operation > Educated to GCSE level or equivalent by experience
Experience	<ul style="list-style-type: none"> > Experience of working with minimum supervision > Experience of providing a high level of customer service** > Experience of working in a busy office environment with competing pressures > Experience of dealing with the public on the phone** > Maintaining computerised and manual records > Responding effectively to e-mails, letters and documents
Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Puts people in crisis at the heart of what they do <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"> > Demonstrates an ability to respond positively to constructive change by being open to new ways of working and demonstrating flexibility <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Pro-actively works across boundaries to raise or solve issues <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Adapts their method of communication and message to suit a specific audience <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 FOCUSSED</p> <ul style="list-style-type: none"> > Identifies the problem or opportunity and discusses it with relevant individuals <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Demonstrates an ability to manage their own behaviour and actions, and understands how this affects team performance
<p>Additional requirements</p>	<ul style="list-style-type: none"> > Demonstrate an understanding of the Red Cross Fundamental Principles and examples of acting in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic) > Adhere to BRC equal opportunities and anti-discriminatory policies 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.*