



NEW ZEALAND
RED CROSS
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POSITION TITLE:	First Aid Administration Assistant
LOCATION:	[add]
RESPONSIBLE TO:	National Training Manager
DIRECTLY SUPERVISING:	N/a
FUNCTIONAL RELATIONSHIPS:	New Zealand Red Cross Staff General Public (for enquiries)

POSITION SUMMARY

Reporting directly to the National Training Manager, the First Aid Administration Assistant is responsible for providing general first aid administration and support to ensure the smooth and timely administration of all Education and Training functions.

As this position may be located within a NZ Red Cross Service Centre, the position requires good liaison between the area functions and the training functions, supporting the wider Red Cross team to ensure customer service and service delivery goals are achieved.

KEY AREAS OF RESPONSIBILITY

Education and Training Support

- > Support the Training Team Lead in the administration of all Education and Training Functions.
- > Manage and take leadership responsibilities for the CRM database system and associated systems including the uploading and management of public and exclusive course dates and schedules, bookings and process functions including but not limited to:
 - To take public and exclusive First Aid course bookings and enter accurate data into the CRM database system.
 - In coordination with the Training Team Lead arrange and process First Aid course consumables and resources promptly in keeping with the National standards.
 - Answer course participant enquiries and enter accurate data into the CRM database system necessary for the processing of NZQA credits gained by course participants.
 - In coordination with the Training Team Lead manage the roster of Instructors for all courses within your area of responsibility.

- Answer telephone enquiries about First Aid Training and products; facilitate sales of public and exclusive course bookings. Process all courses and sale of products for invoicing on a regular basis.
- Maintaining a supply First Aid Certificates and preparing them as required for all courses run.
- Arrange for the dispatch of product sales to clients, and manage sales income, receipting.
- Maintain positive working relationships with all first aid training stakeholders, clients and participants.
- To carry out such other tasks as may be requested by the National Training Manager from time to time.

Office Administration

- Provide relief receptionist duties at front desk for Service Centre activities during meal/lunch breaks and leave absences.
- Assist with the smooth operation of Education and Training in the Service Centre in general, including banking, filing, maintaining office supplies and other office duties as required.
- Answer telephone enquiries, take messages and respond as necessary.
- Jointly open and record inwards mail on a daily basis.
- Participate in regular operational meetings.
- Participate as One Team and work in partnership with other parts of the organisation.

Health, Safety and Wellbeing

Ensure anyone engaged with NZRC activities is informed of and understands the Health, Safety and Wellbeing (HSW) requirements and is adequately trained to carry out their work safely.

- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents, including near misses
- Promote good HSW practice and monitor this in your area of work.
- Provide opportunities and empower workers to be actively involved in the management of HSW in the workplace.
- Take responsibility for your personal HSW and that of others, by not knowingly putting yourself or others at risk.
- Follow all HSW procedures and instructions advised to you.
- Actively deal with and/or report unsafe practices, actions and/or conditions for prompt attention.
- Actively participate in the management of HSW in your workplace and bring any concerns or suggestions to the attention of your manager and/or HSW representative.

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in the position of First Aid Administration Assistant.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

Person Profile

Qualifications

- > Business administration qualification would be an advantage but not necessary

Experience and Competence

It would be an advantage for the appointee to have:

- > Proven experience in supporting cross functional service delivery teams, relationship management skills and working with a diverse group of stakeholders.
- > Advanced experience and skills in general administration, with strong emphasis on outstanding customer service delivery ethos.
- > Sound written and verbal communication skills, coupled with well-developed interpersonal skills.
- > Proven skills in problem solving and sound decisions making;
- > Advanced Skills and experience using MS suite, Data Entry and familiarity with Data Base applications.
- > Flexible and open to changing priorities and managing multiple tasks simultaneously;

Travel

The appointee may be required to travel within the area from time to time.

Driver's Licence

A current motor vehicle driver's licence is essential. Use of own car may be required, with mileage being reimbursed.

APPROVED:

Authorised signature:	
Name:	Niamh Lawless
Position:	Secretary General
Date:	14 June 2019