



POSITION TITLE: First Aid Administrator

RESPONSIBLE TO: Training Coordinator

FUNCTIONAL RELATIONSHIPS: Red Cross Staff
General public for enquiries

PRIMARY OBJECTIVE

Reporting directly to the Training Coordinator, the First Aid Administrator is responsible in providing general first aid administration and support to ensure the smooth and timely administration of all Education and Training functions.

KEY RESPONSIBILITY AREAS

Education and Training Support

- Support the Training Coordinator in the administration of all Education and Training Functions.
 - a. To take public First Aid course bookings and enter accurate data into the CRM database system.
 - b. Process First Aid course packs promptly in keeping with the National standards.
 - c. Process all courses and sale of products for invoicing on a regular basis.
 - d. Enter accurate data into the CRM database system necessary for the processing of NZQA credits gained by course participants.
 - e. Complete accurate financial transactions for training and product sales.
 - f. Assist with quotes and bookings for First Aid Events and process events for invoicing.
- Answer participant enquiries regarding the claiming of NZQA credits.
- Answer telephone enquiries about First Aid Training and products; facilitate sales and public course bookings.
- Arrange for the despatch of product sales to clients, and manage sales income, receipting.
- To assist with the promotion of First Aid courses and First Aid products.
- Assist with the smooth operation of Education and Training in the Nelson Office in general, including maintaining general office supplies.
- Maintain positive working relationships with all first aid training stakeholder's clients and participants.
- Undertake general filing and office duties as required.
- To carry out such other tasks as may be requested by the Training Coordinator.

Health, Safety and Wellbeing

- Take responsibility for your personal health, safety and wellbeing and that of others, by not knowingly putting yourself or others at risk.
- Follow all safety and wellbeing procedures and instructions advised to you.
- Report incidents, including near misses, promptly for investigation.
- Actively deal with and /or report unsafe practices, actions and / or conditions for prompt attention.
- Actively participate in the management of health, safety and wellbeing in your workplace and bring any concerns or suggestions to the attention of your manager and/ or health safety and wellbeing representative.

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

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. Any changes will be mutually agreed.

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 SPECIFICATION:

Qualifications/ Experience:

Relevant experience in an Administration role.

Competencies

- Experience in working in a general office environment
- Ability to communicate clearly and resolve customer needs.
- Sensitivity towards and ability to consult with people from different lifestyles and social and economic backgrounds
- Attention to detail and drive to get things right
- Be able to work flexible hours when needed
- Ability to work hard for consistent periods
- Ability to work as part of a small Office Team
- Competent user of Microsoft Office applications
- Good written and verbal communication skills
- Empathy with humanitarian causes

Driver's Licence

A current motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	Tony Paine
Position:	Secretary General
Date:	