

## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

**We are part of a movement.**



### **We Respect**

As humanitarians, we put people first, listening to, understanding and respecting each other.



### **We aspire**

We are curious, optimistic and we learn, because we want to do and be better.



### **We collaborate**

We achieve our best by bringing people together on shared goals.



### **We stand up**

We face challenges and opportunities with courage and compassion.



### **We deliver**

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

## Position Description

Position Title	<b>Product Support Officer – First Aid and Mental Health Training</b>	Department	Engagement and Support
Location	Various	Direct/Indirect Reports	Nil
Reports to	Operations Manager	Date Revised	July 2022
Industrial Award	Educational Services (Post-Secondary Education)		
Award Level	4	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC0069957

### Position Summary

The Product Support Officer is responsible for all administrative functions and internal and external customer service support associated with the operational delivery of all first aid product sales.

### Position Duties

#### Key responsibilities/accountabilities

- Provide operational support for first aid product delivery, as directed by the Operations Manager and FAMH team and stakeholders.
- Ensure the accurate and timely processing of all product records including follow up and escalation of orders and accounts with all internal and external customers and clients, delivering a high-quality service.
- Assist in the development and implementation of cross sell / up sell, retention, renewal, and reactivation strategies for product sales.
- Report on any new business development, sales opportunities or threats identified during engagement with clients or suppliers.
- Undertake research into new product options and make recommendations to the Operations Manager and National Sales Manager.
- Provide accurate and timely processing of invoices and purchase orders pertaining to the operational delivery of First Aid and Mental Health product and resources.
- Distribute information or promotional material as requested or required to customers.
- Ensure that the administrative tasks are performed to quality, process and compliance standards.
- Monitor resources and products with suppliers, on the eShop and Red Cross locations to anticipate requirements, this may require campaign activity, periodic stocktaking and auditing.
- Ensure all work is undertaken within agreed Service Level Agreements and Contractual obligations (both internal and client based) as well as being delivered within relevant First Aid and Mental Health and Australian Red Cross Policies and Procedures.
- Undertake the administration of contracts and claims for product orders and campaigns undertaken against these.

- Provide product information analysis for additional contract bids and for reporting against existing contracts.
- Maintain accurate content across eShop website promotional materials, and report KPIs and accounts.
- Provide service support for customer support officers and operations training team.

### **Key relationships**

- External – existing and new clients, prospective clients, leads, and Red Cross Customers.
- Internal – Operations Manager, Operations Team, Finance team, FAMH business units and stakeholders.

## **Person Requirements**

### **Key Behavioural and Technical Capabilities**

- Ability to prioritise work and both work autonomously and as part of a high performing team.
- Demonstrated time management and organisational skills.
- Demonstrated ability to contribute and work flexibly within a small and highly interactive team.
- Well-developed interpersonal skills, excellent written and oral communication skills.
- Ability to raise concerns or seek assistance from manager when required.
- Proven financial management, accounts and administration skills and work experience.
- Demonstrated high level computer literacy (MS Word, MS Excel, Microsoft Outlook and TEAMS).
- Ability to manage confidential information with appropriate discretion.

### **Experience**

- Demonstrated knowledge and experience with data management systems and record keeping.
- Demonstrated knowledge and experience with financial accounting systems.

## **Wellbeing, Health and Safety**

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

## Key Job Requirements

### Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

Police check	Yes - every 5 years
Evidence of up to date* vaccination against COVID-19	Yes

*\*As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*