



JOB DESCRIPTION CENTRAL OFFICE ADMINISTRATOR (Fixed Term 6 Months)

Job details

Location:	AFF Central Office
Reporting to:	Business Support Manager
Hours:	37.5 hours per week (to be worked between 09:00 and 17:00, Monday to Friday)
Salary:	£9.23 per hour (£17,998.50 per annum)

Job purpose

The post holder works as part of a busy team at AFF Central Office, supporting both office- and home-based colleagues. The role is primarily administrative, but includes providing support to the Business Support Manager in delivering basic IT troubleshooting and assisting with equipment set-up.

Job responsibilities

Responsibilities of the post include:

Operations Team and Central Office support

- Providing general admin support, including but not limited to:
 - Dealing with telephone and e-mail enquiries
 - Booking in and escorting visitors to Central Office
 - Booking meeting rooms
 - Collection and distribution of mail
 - Ordering and maintaining office/stationery supplies
 - Making travel arrangements and bookings, and placing orders on behalf of colleagues

- Organising meetings (internal and external) and minute-taking, as required
- Supporting the Business Support Manager in the provision of IT ‘helpdesk’ support for staff, dealing with common equipment and troubleshooting issues; Liaison with contractors/equipment suppliers and the Andover-based IT support team as appropriate
- Supporting the Business Support Manager in the maintenance of the asset register and IT control/tracking
- Assisting with equipment purchase and set-up, including laptops and mobile phones
- Providing support to the Central Office and Communications Administrators, as appropriate, including providing cover for specific duties during periods of annual leave
- Admin support to the Finance and Operations Director (as required) and administering petty cash for Central Office
- Admin support to the Executive Management Board and HR Manager (as required)
- Administering and maintaining the AFF SharePoint (intranet) site to ensure information is accurate and up-to-date
- Working knowledge of CRM systems to support staff

General:

- Assisting with the administration of AFF events
- Maintaining contact lists for internal use
- Providing telephone cover for Co-ordinators and Specialists when on leave
- Attending and participating in AFF meetings, training and events (the latter as appropriate)
- Any other duties appropriate to the post, as required by the needs of the organisation from time to time

Self-development, team-working and conduct

All staff members should:

- Undertake appropriate personal development, and maintain and develop skills and knowledge as determined by the Performance Review process and in contact with your line manager (subject to the availability of resources).
- Monitor and maintain a safe working environment and working practices, at all times, and report any health and safety issues or risks to the AFF H&S point of contact.
- Work as a positive team member, in accordance with AFF’s Equal Opportunities and Dignity at Work policy and procedures.
- Behave in a professional manner at all times, reflecting and maintaining AFF’s Core Values, and generating a positive image of AFF to all stakeholders.
- Adhere to all AFF policies and procedures to ensure these are maintained at all times.

Knowledge, skills and experience needed for the job

- All applicants must be eligible to work in the UK.

ESSENTIAL	
	Sound working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint
	Confidence with IT (hardware and software); willingness to develop skills in this area
	Experience of working in an office/customer focused environment or dealing with customers/clients on the phone
	Excellent communication and interpersonal skills
	Strong administration and organisation skills
	Ability to prioritise workload and work to deadlines
	Self-motivated and enthusiastic to achieve results
	Strong team player
DESIRABLE	
	Experience in creating/using databases
	Experience of using and/or administering SharePoint
	Experience of Internet-based research
	An understanding of the impact of military and Government policies on Army families
	Understanding and current knowledge of Army life and its impact on families

What we do for you

When do I work?	During normal working hours, between 9am and 5pm, Monday to Friday. Due to the nature of the role, working times must be adhered to: we may though, be able to flex slightly on start and finish times.
Does AFF pay overtime?	We don't pay overtime, but we do operate a Time Off in Lieu (TOIL) policy. (In <u>exceptional</u> circumstances, some TOIL hours will be paid off.)
How much holiday do I get?	We give all staff 30 days' holiday a year (we adjust this pro-rata if you work fewer than 5 days per week), plus public and bank holidays.
How will AFF review my salary?	A pay committee, made up of Trustees and the Chief Exec (with contributions from senior managers), reviews pay annually.
Does AFF help with the cost of	Yes! If you pay tax and/or NI on your employment income, you can exchange part of your salary for childcare vouchers and

childcare?	save on tax/NI costs.
Will AFF help me save for the future?	Yes! AFF has a workplace pension scheme, which any staff member can sign up to (staff earning more than £10,000 per annum must be automatically enrolled into the workplace pension scheme). We will match what you pay in, currently up to a maximum of 1% of your gross salary.
How will AFF help with my development?	Your induction will include time with your line manager, and possibly work shadowing; you will also be allocated a 'buddy'. We offer comprehensive internal training (1-2 times per year) and you will receive an annual Performance Review with your line manager. In addition, all staff can apply for funding and/or paid time off for external training.

Job context and other relevant information

- References will be taken up on appointment.
- The post holder must be prepared to travel to meetings as required, as well as be available to attend annual training events usually held in Andover or London. This will involve overnight stays.
- There will be a six-month probationary period and you will be required to sign an agreement that you will abide by the AFF Confidentiality Policy as part of your contractual obligations.
- Expenses incurred in the course of fulfilling the duties of the post will be paid. Please note:
 - Mileage claims will only be reimbursed where you have ticked the expenses claim form to indicate that the vehicle you use is covered for **business use** on your insurance policy. You may be asked to supply a copy of your car insurance and current MOT certificate and access to your driver's license (for an online check).
- While budgeting responsibilities sit with senior management, we ask *all* staff to be considerate of our finances and to assist in the effective use of AFF funds. Staff should use any measures they can take individually to get best-value: this might include booking travel as early as possible, booking in 2 or 3 meetings in one location instead of making separate trips or spending only what's necessary on meals bought whilst out on AFF business.