



JOB DESCRIPTION WEST MIDLANDS CO-ORDINATOR

Job details

Location:	Community- and home-based, with travel around the West Midlands area as required (including but not limited to Birmingham, Bramcote, Donnington, Kineton, Lichfield, Stafford, Tern Hill). The home station for this post is Stafford. ¹
Reporting to:	Regional Manager Central
Hours:	15 hours per week (to be worked during normal working hours)
Salary:	£9.88 per hour (£7,706.40 per annum)

Job purpose

AFF Co-ordinators in the UK cover specific geographical regions. The key aspect of the role is engagement with families, the chain of command, service providers and other agencies within the area of responsibility.

Co-ordinators assist Service families with enquiries and concerns, helping families access the right services and support. The role involves representing the families' viewpoint to the chain of command and local authorities and attendance at meetings within the area.

This unique access to families enables AFF to collect important evidence, which is used to help lobby for change where needed.

¹ The home station is used to establish from where travel time and costs will be measured and paid. As a charity, we must make best use of funding and as such may determine a home station to ensure that travel time and costs paid for by AFF are manageable.

Job responsibilities

Engagement with families, chain of command and other agencies

- Establishing and maintaining contact with Army families, the chain of command and agencies within the area of responsibility
- Handling enquiries from Army families, signposting to appropriate support and information and liaising with command, agencies and AFF Specialists as required
- Working at unit, station and garrison level to resolve local issues
- Representing AFF and Army families at appropriate meetings/events, to brief military and civilian policymakers on the issues and concerns of Army families in the area
- Working with AFF's social media team to reach families through local Facebook groups
- Working with the UK and Overseas management team to identify areas where volunteers can increase AFF's contact with families and acting as their point of contact

Administration

- Accessing SharePoint (AFF's intranet) as required
- Updating paperwork on a weekly basis, to enable submission of monthly returns to a deadline; this will include an activity report, timesheet and expenses claim form
- Entering enquiries on the AFF Families Concerns Database

General

- Maintaining up-to-date displays of information in suitable locations, including HIVEs and garrison notice boards
- Attending and participating in AFF meetings and training events
- Assisting with the setting up of any local roadshows or meetings as appropriate and encouraging attendance by Army families
- Monitoring local distribution of Army&You and working to improve this where necessary
- Working with AFF Communications specialists to submit contributions for Army&You, and other AFF media channels, as requested, to include both writing and images
- 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.

Key contacts/relationships

In addition to AFF colleagues, the following are key contacts/relationships, across the area of cover:

- Service families
- Chain of command at unit, station and garrison level, inc. Unit Welfare Offices
- Army Welfare Service, including HIVE
- Housing staff, including the Defence Infrastructure Organisation and CarillionAmey
- Service charities, including SSAFA and RBL
- Local authorities
- Local schools

Knowledge, skills and experience needed for the job

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

ESSENTIAL
Understanding and current knowledge of Army life and its impact on families
A keen interest in the welfare and quality of life for Army families
Enthusiasm to achieve results
Good listening and interpersonal skills
Clarity of expression, both written and verbal
Ability to work on own initiative and outside of a formal office environment
Effective team player
Understanding of principles of client confidentiality
Sound working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint
Full UK driving licence and access to transport

DESIRABLE
An understanding of the impact of military and Government policies on Army families
Experience of providing information and/or guidance
Experience of working from home
Experience of working with volunteers or of voluntary work
Experience of preparing and confidence in delivering presentations
ECDL
Knowledge of e-communications, including online forums, and social networking sites

What we do for you

When do I work?	During normal working hours, between 9am and 5pm, Monday to Friday. On occasion, you may be required to work outside of these hours, including attendance at evening briefs/events. We may be able to offer some flexibility in how hours are worked, including the number of days worked per week.
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 childcare?	Yes! If you pay tax and/or NI on your employment income, you can exchange part of your salary for childcare vouchers and 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 have to 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 any other relevant information

- References will be taken up on appointment.

- Although AFF Co-ordinators are supported by their line manager and the whole organisation, they need to be self-starters who are willing to take the initiative to make contacts in their area, be the AFF point of contact for families and be motivated in achieving the best outcomes for their community.
- The successful applicant 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 that:
 - You have a current valid driving licence (for the country in which you are driving on work business)
 - Your vehicle is insured for business use, has current road tax (where applicable), has a current MOT certificate (where applicable, or local equivalent in overseas postings), has been properly maintained and is in a roadworthy condition
 - We rely on home-based staff to supply electricity and use of broadband for purposes of working effectively from home. In some circumstances a tax rebate can be claimed from HMRC in support of these small costs incurred.
 - AFF supplies a laptop and mobile phone with this position. We ask you to use a home printer for work purposes (if you have one); costs for ink cartridges would be reimbursed as appropriate. In the event that you do not have a home printer, alternative arrangements can be made if necessary.
- While budgeting responsibilities sit with senior management, we ask *all* staff to be considerate of our funding 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.