



JOB DESCRIPTION REGIONAL LEAD - CENTRAL

Job details

Location:	Home based with travel
Reporting to:	AFF Manager England
Hours:	25 hours per week
Salary:	£13,767 per annum

Job purpose

This role engages with the Army chain of command, Army families and key stakeholders (eg NHS England, Armed Forces Covenant leads within local government) involved in supporting Army families across Central England (HQ East/7th Infantry Brigade area) and includes some face to face engagement with families. Its purpose is to represent Army family issues to the chain of command and service providers across the region, and to assist Army families to access appropriate services and support.

The majority of face to face family engagement takes place in the Colchester area, which is also the HQ location for one of the two Brigades in region. The successful candidate would need to be able to travel regularly to the Colchester area.

Job responsibilities

Engagement

- Establishing and maintaining effective contact with the chain of command and key stakeholders across region.
- Representing AFF at meetings and events organised by the chain of command, key stakeholders such as, but not limited to, NHS England and Local Authorities, to engage military and civilian policymakers on the issues and concerns of Army families, both in the region, and more generally.
- Organising AFF events in the region to engage with chain of command, key stakeholders and families on relevant regional and national issues.

- Being available to families in the region to assist with their concerns, and to signpost to appropriate external support or refer to an AFF specialist team.

Administration

- Completing personal administration 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 AFF’s database and contacts onto the AFF CRM.
- Use of any other AFF applications as required.

General

- Maintain and contribute to up-to-date information for chain of command, stakeholders and families in suitable locations, including online; your personal image and work contact details will be used in this.
- Attending and participating in AFF meetings and training events
- 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.

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
Experience of preparing, and confidence in, delivering presentations
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 (with appropriate insurance)
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

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.

What we do for you

When do I work?	Generally during normal working hours, Monday-Friday. However, you will be required to work reasonable additional hours in order to fulfil the requirements of your role, including travel and overnight stays.
Does AFF pay overtime?	We don’t pay overtime, but we do operate a Time Off in Lieu (TOIL) policy.
How much holiday do I get?	Work life balance is important and we give all staff 30 days’ holiday a year (pro-rata if you work part time), plus 8 recognised public and bank holidays. PLUS, staff can take the day off on their birthday as an additional day’s paid leave.
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.
Will AFF help me save for the future?	AFF has a workplace pension scheme with NEST, and contributions are based on statutory auto-enrolment rates.
How will AFF help with my development?	Your induction will include time with your line manager. We offer internal training (1-2 times per year) and you will receive an annual Performance Review with your line manager.
Employee Assistance Programme (EAP)	The EAP provides confidential and independent advice and support on many of life’s challenges including mental, physical and emotional health issues and financial difficulties.

Job context and other relevant information

- References will be taken up on appointment.
- The successful applicant must be prepared to travel within the UK to meetings as required (and overseas on occasions), and to attend staff training events, usually held in the Hampshire area, some of which may require 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 according to the Expenses Claims Policy in force at the time.
- 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. All home based staff are expected to provide a suitable home working environment in which to use this equipment effectively and assessment of suitability may need to be carried out before an appointment is made.