



## **JOB DESCRIPTION VIRTUAL ASSISTANT FIXED-TERM 12 MONTH POST**

### **Job details**

<b>Location:</b>	Home based
<b>Reporting to:</b>	Regional Manager England
<b>Hours:</b>	20 hours per week, based on core hours of 2.30pm-7pm Mon-Thurs, and 3pm-5 pm Fri with occasional requirement for cover during normal office hours (in addition to core hours)
<b>Salary:</b>	£11,013 per annum (based on core hours)

### **Job purpose**

This role provides a first point of contact for Army families seeking advice and support on issues that affect them as a result of having a soldier in their family. The role provides immediate advice and signposting to assist Army families to access appropriate services and support. It also provides referral services to specialist policy and regional staff within AFF. The role will also be responsible for elements of AFF's social media engagement, primarily through Army families FB groups.

### **Job responsibilities**

#### **Advice and guidance**

- Being a first point of contact for Army families contacting AFF by telephone, email or online, and correctly understanding and recording their enquiry.
- Responding with accurate and appropriate advice and signposting.
- Referring their enquiry, if required, to a policy specialist or regional lead.
- Engaging with local CoC, primarily Welfare Team, or other service providers, to support the resolution of enquiries, as appropriate.
- Monitoring, and engaging as appropriate in, Army families' FB groups, to identify issues and concerns - responding and recording, or referring within AFF.
- Work collaboratively with other virtual assistants to streamline workloads.

- At peak times, provide support to CO Business Support team on general administrative tasks which can be completed remotely.

## 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

- 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. Your personal image and work contact details will be used in this.
- Any other duties appropriate to the post, as required by the needs of the organisation from time to time

## Working Pattern

- This is a fixed-term position for an anticipated 12-month period from April 2021
- This role will mainly be required to work to cover the core hours from 2.30pm - 7pm Mon - Thurs, and 3pm-5pm Fridays. However, on occasion, there will also be a requirement to work additional hours (between 8am and 3pm, Mon-Fri) to cover leave, sickness and peak times etc. These hours will be paid at an hourly rate as they are worked.

## 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
Knowledge of e-communications, including online forums, and social networking sites
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
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

<b>When do I work?</b>	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.
<b>Does AFF pay overtime?</b>	We don't pay overtime, but we do operate a Time Off in Lieu (TOIL) policy.
<b>How much holiday do I get?</b>	Work life balance is important and we give all staff 30 days' holiday a year (pro-rata over the fixed term), plus 8 recognised public and bank holidays. PLUS, staff can take the day off on their birthday as an additional day's paid leave.
<b>How will AFF review my salary?</b>	A pay committee, made up of Trustees and the Chief Executive (with contributions from senior managers), reviews pay annually.
<b>Will AFF help me save for the future?</b>	AFF has a workplace pension scheme with NEST, and contributions are based on statutory auto-enrolment rates.
<b>How will AFF help with my development?</b>	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.
<b>Employee Assistance Programme (EAP)</b>	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

- This is a fixed-term role of 12 months duration
- References will be taken up on appointment.
- The successful applicant must be prepared for occasional travel within the UK to meetings as required 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.