



JOB DESCRIPTION

OPERATIONS AND ENGAGEMENT DIRECTOR

Job details

Location:	Regular attendance at the AFF office in Andover required, with the opportunity to work flexibly.
Reporting to:	Chief Executive
Hours:	37.5 hours per week
Salary:	£38K to £40K per annum

Job purpose

The Operations and Engagement Director is a member of AFF's Executive Management Board (EMB). Working with the Chief Executive, Director Finance & Governance, and Director Policy & Research, this role delivers both day to day management and strategic direction to a 44 person strong charity, based in the UK and overseas.

Specifically, the Operations and Engagement Director has responsibility for:

- working with the Chief Executive and EMB to provide effective leadership in the development and delivery of organisational strategy and operational plans;
- leading the regional-based team responsible for engagement with families, regional chain of command and local stakeholders (such as local authorities);
- oversight of the development and delivery of a communications strategy that supports effective engagement with Army families, and stakeholders.
- delivering BAU for AFF, including workforce planning and support, technical infrastructure and business processes.
- being the AFF lead on the Forces Families Jobs employment platform, which is run in collaboration with the Naval Families Federation and RAF Families Federation.

Job responsibilities

Leadership & Management

- Lead the UK & Overseas team of 3 managers, and 15 Regional Leads, based around the UK and in key Army locations overseas. Delivering effective local engagement with Army families, the regional Army chain of command, local providers of Service Families Accommodation, and local service providers, including Local Authorities, and health and education providers.
- Lead, through the Head of Comms and Marketing, the team that delivers effective communications strategies - including through AFF's flagship publication, Army&You - in support of AFF's business objectives.
- Lead on Forces Families Jobs, supported by currently a team of one. While FFJ is a tri-Family Federation project, AFF owns the platform and has legal and financial oversight responsibilities.
- Lead the Business Management team of one manager and 2 assistants to deliver effective day to day business process support to all AFF staff.
- With the following detailed responsibilities and process:
 - lead on ensuring that the work force have the necessary skills to achieve AFF objectives. Achieving this through delivering training, as a minimum this requires two annual events and a mechanism to ensure compliance with mandatory training;
 - AFF lead on: Data Protection, Continuous Improvement, Business Continuity and Safeguarding.
 - line manage through setting and reporting on each individual, using SMART targets based on AFF objectives, and then managing an effective reporting process.
- 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
A keen interest in the welfare and quality of life for Army families
Proven leadership ability, and the ability to work effectively within an established leadership team.
Effective inter-personal skills, applied in day to day management of a diverse range of formal and informal teams across an organisation.
Proven track record in developing and delivering operational plans, with an agile approach that can interpret business requirements and translate into action.
People management experience, including recruitment and training of team members.
Ability to manage multiple work-strands and to prioritise effectively in support of business priorities.
Be self-motivated and enthusiastic to achieve results.
DESIRABLE
An understanding of the impact of military and Government policies on Army families
Experience of managing remote teams
Knowledge of the principles of Data Protection, Business Continuity and Safeguarding
Experience of working in the third sector

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.
- Members of the Executive Management Board will be required to complete declarations of suitability under the Charity Commission regulations and HMRC rules governing Charities.
- 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.
- When working at home, we rely on staff to supply electricity and use of broadband for purposes of working effectively. 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. When working from home, 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.
- Expenses incurred in the course of fulfilling the duties of the post will be paid according to AFF's Expenses Policy. Please note that mileage claims for use of private vehicles will only be supported if the vehicle is insured for business use.