



## JOB DESCRIPTION ENQUIRIES TEAM

### Job details

<b>Location:</b>	Home-based
<b>Reporting to:</b>	Regional Manager England
<b>Hours:</b>	20 hours per week; to be worked 10:30am - 14:30pm Monday to Friday but will be required to cover holidays and sickness for other team members when required.
<b>Salary:</b>	£12,000 per annum

### Job purpose

This role provides an initial 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 involve engagement through AFF's social media engagement, primarily through Army families' Facebook 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.
- Assigning their enquiry to a policy specialist or Regional Lead.
- Entering enquiries on AFF's database and contacts onto the AFF CRM database
- Engaging with local chain of command, primarily welfare teams, or other service providers, to support the resolution of enquiries, as appropriate.
- Monitoring, and engaging as appropriate in, Army families' Facebook groups, to identify issues and concerns - responding and recording, or assigning within AFF.

- Provide support to Central Office Business Support team and Army&You on general administrative tasks which can be completed remotely.

**Administration**

- Completing personal administration daily, to enable submission of returns to a deadline; this will include a time-log, timesheet and expenses claim form
- 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**

- *Daily working hours will be 4 hours per day (flexibility will be required at times to cover gaps across AFFs contact channels).*
- *Occasionally you may be required to work additional hours to cover annual leave and/or sickness.*

**Knowledge, skills, and experience needed for the job**

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

<b>ESSENTIAL</b>
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
<b>DESIRABLE</b>
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 health & safety 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>How much holiday do I get?</b>	Work life balance is important and we give all staff 30 days’ holiday a year, 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

- References will be taken up on appointment.

- The successful applicant must be prepared to travel within the UK to meetings as required, and to attend staff training events, usually held in the southeast 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 Data Protection & Confidentiality Policy as part of your contractual obligations.
- We rely on home-based staff to supply electricity and use of broadband for purposes of working effectively from home. You may be able to claim working from home tax relief from HMRC in support of these small costs incurred. Full details are available on the gov.uk website.
- AFF supplies a laptop and mobile phone with this position. All equipment provided is for work purposes only and must be used in line with the IT acceptable use policy. 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.
- Expenses incurred in the course of fulfilling the duties of the post will be paid according to AFF's Expenses Policy in force at the time.
- Staff who are expected to drive on AFF business should have access to a suitable vehicle during working hours. Staff will be expected to adhere to the AFF Driving at Work Policy.

Army Families Federation is a charitable incorporated organisation registered in England and Wales with registered charity number 1176393 and a charity registered in Scotland with registered charity number SC048282 having its principal office at IDL 414, Floor 1, Zone 6, Ramillies Building, Marlborough Lines, Monxton Road, Andover SP11 8HJ