



## JOB DESCRIPTION OFFICE SUPPORT ASSISTANT (Part-Time)

### Job details

<b>Location:</b>	AFF Central Office based with flexibility to work from home 1-2 days per week.
<b>Reporting to:</b>	Office Manager
<b>Hours:</b>	20 - 25 hours per week (Mon-Fri)
<b>Salary:</b>	£12,500 - £16,000 annually

### Job purpose

This role is part of a small office support team based at the AFF Central Office, supporting both office- and home-based staff. The role is primarily administrative but includes providing support to the Office Manager.

### Job responsibilities

Responsibilities of the post include:

- Providing general administrative support to office- and home-based colleagues, including but not limited to:
  - Dealing with business support telephone and email enquiries
  - Booking in and escorting visitors to Central Office
  - Collection and distribution of mail
  - Ordering and maintaining office/stationery supplies
  - Responsible for making travel arrangements and bookings
  - Organising meetings (internal and external) including booking rooms as required.
- Providing administrative support to the organisation of AFF family facing events, including Foreign & Commonwealth team presentations and AFF roadshows.

- Administering the AFF SharePoint (intranet) site and Client Relationship Management system.
- Acting as point of contact for staff IT queries.
- Assisting with the administration of internal and external AFF events.

**General:**

- 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.
- Attending and participating in AFF meetings and training events.
- 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.
- All applicants must be willing for their personal image and work contact details to be used on the AFF website

ESSENTIAL
Advanced working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint
Experience of working in an office/customer-focused environment or dealing with customers/clients on the phone
Excellent communication and interpersonal skills
Strong administration and organisation skills with great attention to detail
Ability to prioritise workload to tight deadlines
Self-motivated and enthusiastic to achieve results
Understanding of principles of client confidentiality
Accurate data entry, attention to detail, with an ability to spot numerical errors
Confidence in troubleshooting basic IT issues and interest in developing further skills in this area
Effective team player
DESIRABLE
A keen interest in the welfare and quality of life for Army families
Experience in creating/using databases
Previous experience with accounting packages
Experience of using and/or administering SharePoint or similar collaborative platform
Previous experience in using and/or managing a Customer Relationship Management system

## 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 if you work part time or on a fixed-term contract), 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 Exec (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 if required and to attend staff training events, usually held in the South East of England and requiring an overnight stay.
- There will be a 6-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 (see essential criteria above) should have access to a suitable vehicle, insured for business use, during working hours, and 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