



JOB DESCRIPTION

Overseas Assistants x2

Job details

Location:	Home-based within the UK
Reporting to:	Overseas Manager
Hours:	20-25 hours per week (Mon-Fri). Hours to be worked flexibly to cover different overseas time zones when required.
Salary:	£12,000 - £15,000 per annum

Job purpose

The Overseas Assistants will support the work of the Overseas Manager, in providing a first point of contact for enquiries from families based in overseas locations. They will engage virtually with personnel and families, the local chain of command and key stakeholders in the overseas locations.

They will build stakeholder networks in overseas locations, identify emerging issues and keep published overseas information up to date.

Job responsibilities

Engagement

- Being a first point of contact for Army families with queries about an overseas posting, ensuring that the right information is obtained to enable correct signposting to appropriate support and information, and/or referral to AFF specialist teams.
- Identifying new “locational” issues and trends to the Overseas Manager and AFF Specialists, and collating evidence from enquiries and database statistics.
- Proactively identifying and engaging in relevant online meetings with local chain of command and key stakeholders, service personnel and families to both raise awareness of AFF and stay informed about local issues.

- Where appropriate, establishing and maintaining effective contact with the chain of command, unit welfare teams, and other key stakeholders who can support Army families overseas keeping AFF's CRM updated with their details.
- Ensuring the overseas pages of the website are up-to-date.
- Identifying and reporting on news worthy events or case studies for AFF's various media, communication channels and written publications in collaboration with the AFF Comms team.

General

- Completing personal administration on a regular basis using AFF applications and processes, including monthly timesheet and expenses claim form.
- Entering enquiries on AFF's database, and contacts onto the AFF CRM system.
- Attending and participating in AFF meetings, training and other events.
- When practical providing cover for others in the Overseas team during their leave or absence.
- 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
Understanding and current knowledge of Army life both in the UK and Overseas and its impact on families
A keen interest in the welfare and quality of life for Army personnel and their families
Self-motivated and enthusiastic to achieve positive outcomes for personnel and their families
Excellent communication and interpersonal skills, including effective stakeholder identification and management
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, particularly virtually.
Experience of working in a forward facing /service user role
Effective team player, including willingness to deputise for others in team
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 and Other Services (Joint Force locations)
An awareness of other military charities support services operating overseas

Experience of providing information / guidance / signposting / managing expectations
Experience of working flexibly, particularly outside traditional working hours
Experience in managing online meetings/events
Experience in recording data and using evidence to inform activity priorities

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.
	We don't pay for childcare.
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 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.
How will AFF review my salary?	A pay committee, made up of Trustees and the Chief Executive (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 to attend staff training events, usually held in the South East area, some of which may require overnight stays.
- There will be 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