

Job details

Location:	Home-based, within the UK
Reporting to:	Money & Allowances Specialist
Working pattern:	3 days a week, to be worked flexibly Monday-Friday
Contract:	This post will be a fixed-term two-year post
Salary:	£23,000 per annum, pro rata

Job purpose

The Allowances Policy Assistant will provide support to the Money & Allowances Specialist with enquiries from Army family members relating to military allowances, and the unique issues that military families can face in relation to money issues, including access to statutory benefits, tax and National Insurance, and access to financial services.

The post holder will act as a first point of contact for all Army families who have a military allowances or money query or concern. They will assist the Money & Allowances Specialist with resolving enquiries, identifying emerging issues and keeping information on our website up-to-date.

Job responsibilities

Responsibilities of the post include:

- Being a first point of contact for Army families with specialist queries relating to money and allowances, responding to enquiries (as appropriate), including referring enquirers to appropriate sources of help and information, or to the Specialist for more complex enquiries.
- Horizon-scanning developments in legislation, procedures and policy relating to money and allowances issues, and ensuring that the relevant areas of the AFF website are kept up to date.
- Identifying new issues and trends to the Specialist, and collating evidence from enquiries and database statistics.
- Engaging at working level with key contacts on simple specific enquiries (e.g. Department for Work and Pensions, HM Revenue & Customs, Ministry of Defence Covenant team).
- Where required, support AFF events to deliver presentations to Service personnel and their families.
- Where required, representing AFF at appropriate meetings/events, to brief military and civilian policymakers on specific money and allowances concerns of Army family members.
- Provide cover for the Specialist during their leave of absence.

Knowledge, skills and experience needed for the job

Essential

1. Understanding and current knowledge of Army life and its impact on families, and a keen interest in the welfare and quality of life for Army family members
2. Ability to translate complex, and sometimes technical, information and policy into easily understood guidance for families
3. Proven ability to research, assimilate and cross check information from multiple sources accurately
4. Clarity of expression, both written and verbal
5. Demonstrable listening skills
6. Self-motivated – ability to work on own initiative, and to prioritise workload, utilise time effectively and meet deadlines
7. Effective team player
8. Understanding of principles of client confidentiality.

Desirable

1. Knowledge and understanding of money issues that affect Army families
2. Knowledge and understanding of Army and MOD allowances
3. Experience of providing advice and guidance
4. Experience of preparing and delivering presentations
5. An understanding of the impact of military and Government policies on Army families.