

Job details

Location:	Home-based, within the UK
Reporting to:	Manager England
Working pattern:	15 hours per week - Tues-Thurs 5 hours per day. It is essential you can work flexibly between the hours of 8.30am-5pm. Occasionally you may be required to work additional hours to cover team absences.
Contract:	This post will be a fixed-term one-year post
Salary:	£9,857 (£23,000 FTE)

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, primarily to specialist policy and regional staff within AFF. The role will also involve engagement through AFF's social media, primarily through Army families' Facebook groups.

Job responsibilities

Responsibilities of the post include:

- 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 manager.
- Entering enquiries and contacts onto AFF's 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.
- 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

Essential

1. Understanding and current knowledge of Army life and its impact on families
2. A keen interest in the welfare and quality of life of Army families
3. Enthusiasm to achieve results
4. Good listening and interpersonal skills
5. Clarity of expression, both written and verbal
6. Ability to work on own initiative and outside of a formal office environment
7. Knowledge of e-communications, including online forums, and social networking sites
8. Effective team player

Desirable

1. An understanding of the impact of military and Government policies on Army families
2. Experience of providing information and/or guidance
3. Experience of working from home
4. Experience of recording data