

Recruitment Information Enquiries Team Assistant

What we do for you



When do I work?

AFF generally works during normal working hours, Monday-Friday 9am-5pm. Your actual hours are set out on the Job Description. 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?

For this post we do pay overtime, and we do operate a Time off in Lieu (TOIL) policy.



How much holiday do I get?

Work life balance is important, and we give all staff 30 days' holiday a year (pro rata for parttime staff), 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 autoenrolment rates.



How will AFF help with my development?

Your induction will include time with your line manager. We offer role-related training as identified in Performance Reviews, and there are opportunities for all-staff and team-based training throughout the year.



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.



Health cash plan

The cash plan gives you cashback on optical, dental and complementary therapies as well as access to online tools and support. Children in full-time education are also covered.

Job context and other relevant information

All applicants must be eligible to work in the UK.

- All new staff are expected to be familiar with and able to use Microsoft 365 applications.
- 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 conference and training events, usually held in the South-east of England, some of which may require overnight stays.
- There will be a probationary period which is up to 3 months, 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.
- All applicants must be willing for their personal image and work contact details to be used on the AFF website.

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.
- 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.
- Always behave in a professional manner, 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 always maintained.

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