

Job details

Location:	Home-based (hybrid working is available if you are based near the AFF central office in Andover)
Reporting to:	Overseas Manager
Working pattern:	25 hours per week part-time (3-5 days per week – flexible requests welcome)
Contract:	Permanent
Salary:	£16,429 (£23,000 FTE)

Job purpose

This role will support the Overseas Manager, in providing a first point of engagement for families based in overseas locations or those considering an overseas assignment. They will engage virtually with personnel and families, the local chain of command and key stakeholders in overseas locations. They will build stakeholder networks in overseas locations, identify emerging issues and keep published overseas information up to date.

Job responsibilities

Responsibilities of the post include:

- 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.
- Assist the Overseas Manager to ensure that AFF social media engagement is appropriate and effective in overseas locations.
- Ensuring the overseas pages of the website are up to date.
- Identifying and reporting on newsworthy events or case studies for AFF's various media, communication channels and written publications in collaboration with the AFF Comms team.

Knowledge, skills and experience needed for the job

Essential

1. Understanding and current knowledge of Army life both in the UK and overseas and its impact on families
2. A keen interest in the welfare and quality of life for Army personnel and their families
3. Self-motivated and enthusiastic to achieve positive outcomes for personnel and their families
4. Excellent communication and interpersonal skills, including effective stakeholder identification and management
5. Clarity of expression, both written and verbal
6. Ability to work on own initiative and outside of a formal office environment
7. Experience of preparing, and confidence in, delivering presentations, particularly virtually
8. Effective team player, including willingness to deputise for others in team
9. Understanding of principles of client confidentiality
10. Sound working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint

Desirable

1. An understanding of the impact of military and Government policies on Army families and other Services (Joint Force locations)
2. An awareness of other military charities' support services operating overseas
3. Experience of providing information / guidance / signposting / managing expectations to a range of stakeholders
4. Experience of using social media platforms in a business capacity
5. Experience of working flexibly, particularly outside traditional working hours
6. Experience in managing online meetings/events
7. Experience in recording data and using evidence to inform activity priorities