

Job details

Location:	AFF Central Office Monday and Wednesday with 3 days working from home
Reporting to:	Business Support Manager
Hours:	25-30 hours per week (Mon-Fri)
Salary:	FTE £23-24.5K, depending on experience
Contract term:	12 months fixed-term maternity cover appointment

Job purpose

This role is part of a small office support team based at the AFF Central Office, supporting both office- and home-based staff. The role is primarily administrative but includes providing support to the Business Support Manager.

Job responsibilities

Responsibilities of the post include:

- Providing general administrative support to office and home-based colleagues, including but not limited to:
 - Dealing with business support telephone and email enquiries
 - Booking in and escorting visitors to Central Office
 - Collection and distribution of mail
 - Ordering and maintaining office/stationery supplies
 - Making travel arrangements and bookings
 - Organising meetings (internal and external) including booking rooms as required.
- Providing administrative support to the organisation of AFF family-facing events, including Ask AFF roadshows.
- Administering the AFF SharePoint (intranet) site and Client Relationship Management system.
- Acting as a point of contact for staff IT queries.
- Assisting with the administration of internal and external AFF events.
- Providing support to the wider AFF team as required, including management of databases and distribution of publications such as, but not limited to, our flagship magazine Army&You.
- Completing personal administration on a weekly basis, to enable submission of monthly returns to a deadline; this will include an activity report, timesheet and expenses claim form.
- Attending and participating in AFF meetings and training events.
- 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. Advanced working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint
2. Experience of working in an office/customer-focused environment or dealing with customers/clients on the phone
3. Excellent communication and interpersonal skills
4. Strong administration and organisation skills with great attention to detail
5. Ability to prioritise workload to tight deadlines
6. Self-motivated and enthusiastic to achieve results
7. Understanding of principles of client confidentiality/data protection
8. Accurate data entry, attention to detail, with an ability to spot numerical errors
9. Confidence in troubleshooting basic IT issues and interest in developing further skills in this area
10. Effective team player
11. Understanding of principles of client confidentiality/data protection.

Desirable

1. A keen interest in the welfare and quality of life for Army families
2. Experience in creating/using databases
3. Previous experience with accounting packages
4. Experience of using and/or administering SharePoint or similar collaborative platform
5. Previous experience in using and/or managing a Customer Relationship Management system.