



JOB DESCRIPTION CENTRAL OFFICE ADMINISTRATOR

Job details

Location:	AFF Central Office
Reporting to:	Business Support Manager
Hours:	25 hours per week (to be worked between 09:30 and 14:30, Monday to Friday)
Salary:	£13,234 (£19,850.22 FTE)

Job purpose

The post holder works as part of a busy team at AFF Central Office, supporting both office- and home-based colleagues. The role is primarily administrative, but includes providing support to the Business Support Manager in delivering basic IT troubleshooting and assisting with equipment set-up.

Job responsibilities

Responsibilities of the post include:

Operations Team and Central Office support

- Providing general admin support, including but not limited to:
 - Dealing with telephone and e-mail enquiries
 - Booking in and escorting visitors to Central Office
 - Booking meeting rooms
 - Collection and distribution of mail
 - Ordering and maintaining office/stationery supplies

- Making travel arrangements and bookings, and placing orders on behalf of colleagues
- Organising meetings (internal and external) and minute-taking, as required
- Supporting the Business Support Manager in the provision of IT ‘helpdesk’ support for staff, dealing with common equipment and troubleshooting issues; Liaison with contractors/equipment suppliers and the Andover-based IT support team as appropriate
- Supporting the Business Support Manager in the maintenance of the asset register and IT control/tracking
- Assisting with equipment purchase and set-up, including laptops and mobile phones
- Providing support to the Central Office and Communications Administrators, as appropriate, including providing cover for specific duties during periods of annual leave
- Liaising with the Finance and Governance Director in relation to administering petty cash for Central Office
- Admin support to the Executive Management Board and HR Manager (as required)
- Administering and maintaining the AFF SharePoint (intranet) site to ensure information is accurate and up-to-date
- Working knowledge of CRM systems to support staff

General:

- Assisting with the administration of AFF events
- Maintaining contact lists for internal use
- Providing telephone cover for Co-ordinators and Specialists when on leave
- Attending and participating in AFF meetings, training and events (the latter as appropriate)
- Any other duties appropriate to the post, as required by the needs of the organisation from time to time

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 (subject to the availability of resources).
- 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.
- Behave in a professional manner at all times, 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 maintained at all times.

Knowledge, skills and experience needed for the job

- All applicants must be eligible to work in the UK.

ESSENTIAL	
	Sound working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint
	Confidence with IT (hardware and software); willingness to develop skills in this area
	Experience of working in an office/customer focused environment or dealing with customers/clients on the phone
	Excellent communication and interpersonal skills
	Strong administration and organisation skills
	Ability to prioritise workload and work to deadlines
	Self-motivated and enthusiastic to achieve results
	Strong team player
DESIRABLE	
	Experience in creating/using databases
	Experience of using and/or administering SharePoint
	Experience of Internet-based research
	An understanding of the impact of military and Government policies on Army families
	Understanding and current knowledge of Army life and its impact on families

What we do for you - As part of the AFF team you will be eligible for our benefits from day one.

Annual Leave	Work-Life balance is important and we give all staff 30 days' holiday a year (pro-rata if you work fewer than 5 days per week), plus public and bank holidays.
Birthday day off	In addition to your annual leave allowance we also give you an extra day off to celebrate your birthday.
Time off in Lieu	We don't pay overtime, but we do operate a Time Off in Lieu (TOIL) policy.
Pension Scheme	AFF has a workplace pension scheme with NEST, which any staff member can sign up to (staff earning more than £10,000 per annum must be automatically enrolled into the workplace pension scheme). AFF will make contributions in line with the current Qualifying Earnings thresholds

Job context and other relevant information

- References will be taken up on appointment.
- The successful applicant must be prepared to travel to meetings as required, including the attendance to staff training events, usually held in Andover or London, and involving overnight stays. Staff are able to claim up to a maximum of 6 hours travel time each way for these events. Any other time spent travelling would be the staff member's own. All time spent in the training sessions will be claimed as working hours.
- There will be a six-month probationary period and you will be required to sign an agreement that you will abide by the AFF Confidentiality Policy as part of your contractual obligations.
- Expenses incurred in the course of fulfilling the duties of the post will be paid in accordance with AFFs Expense Policy

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