



JOB DESCRIPTION FORCES FAMILIES JOBS ADMINISTRATOR

Job details

Location:	AFF Central Office
Reporting to:	Comms and Marketing Officer (CMO)
Hours:	20 hours per week (to be worked during normal working hours, Monday to Friday)
Salary:	£10,587 (£19,850.22 FTE)

Job purpose

The post holder works as part of a small team at AFF Central Office, supporting both office and home-based colleagues. The role is to support the development and delivery of the new Forces Families Jobs (FFJ) project, ensuring the needs of all key stakeholders, technical administrators and the FFJ team are met.

Job responsibilities

Responsibilities of the post include:

Support to FFJ

- Providing general admin support, including but not limited to:
 - Content upload within a Content Management System (CMS)
 - Dealing with telephone and e-mail enquiries
 - Ordering and maintaining marketing and promotional supplies for FFJ
- Administering and maintaining the FFJ SharePoint (intranet) site to ensure that information is accurate and up-to-date

- Any other aspects of support as required by the CMO and Employment Training Allowances and Money (ETAM) Specialist.

General:

- Assisting with the administration of FFJ events
- Attending and participating in FFJ 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

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 software; willingness to develop skills in this area
Experience of working in an office/customer focused environment and dealing with customers/clients on the phone/e-mail
Excellent communication and interpersonal skills
Strong administration and organisational skills
Ability to prioritise workload and work to deadlines
Self-motivated and enthusiastic to achieve results

ESSENTIAL
Strong team player
DESIRABLE
Experience in creating/using content management systems
Experience of using and/or administering SharePoint
Experience of Internet-based research and working knowledge of social media
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
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.

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.

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