

**EAST ANGLIA RESERVE FORCES AND CADETS ASSOCIATION**

**JOB DESCRIPTION**

**Appointment Details**

a. Job Title: Administrative Officer (Employer Engagement 1)

b. Job Grade: E1

c. Department: Employer Engagement

d. Reports to: Regional Employer Engagement Director

e. General Description of the Appointment: Employer Engagement administrative and support duties.

**Tasks & Responsibilities**

1. Maintenance of Customer Relationship Management (CRM) database Salesforce

* Timely analysis, research and upload of Joint Personnel Administration (JPA) data.
* Update Employer Recognition Scheme data.
* Update Armed Forces Covenant data.
* Create and manage Management Information reports.
* Continuous upgrade of all existing data.

1. Assist with the delivery of the Employer Engagement plan
   * Action Employer Notification returns.
   * Manage the Employer Engagement templates.
   * Assist with Employer Engagement Email Campaigns.
   * Maintain the accuracy of the Engagement calendars.
   * Maintain the Employer Engagement contacts database
   * Housekeeping of online filing system.
   * Build effective relationships with Unit and sub-unit clerks.
   * Administer Regional Employer Engagement Group meetings including taking and distributing Minutes.
   * Collate monthly reports on Key Performance Indicators (KPIs).
   * Manage County Employer Engagement reports.
   * Assist with content for social media communications.
   * Keep Employer Engagement Chairmen updated as required.
   * Booking of travel and accommodation.
2. Assist with preparation of events and event communications
   * Prepare event invitations and follow-up emails.
   * Update event assets such as Powerpoint presentations and word documents.
   * Liaise with 3rd party agencies to ensure timely delivery of event requirements.
   * Update event attendees’ details and engagement on CRM database Salesforce .
   * Upload and/or share Public Relations elements where required.
   * Attend and set up events.
3. Any other task which they can reasonably be expected to undertake.

**Essential Competencies.**

1. Excellent communication and inter-personal skills.
2. Confident telephone manner.
3. Excellent accuracy, spelling and grammar.
4. Experience of event planning and co-ordination.
5. Experienced data inputter; IT literate and comfortable using Microsoft Word, Excel and Powerpoint.
6. A willingness to contribute to the Employer Engagement plan.

**Desirable Competencies**

1. Full clean driving license.
2. Ability to be flexible with working hours, as some evening & weekend work will be necessary from time to time, to attend work-related events.
3. Knowledge about the Armed Forces and Cadet Forces.

**About us**

1. EA RFCA is one of 13 RFCAs which provide support for Reserve Force and Cadet Units throughout the UK. Each RFCA has a volunteer membership of some 120 –150 and is served by a small, full time, salaried Secretariat and Army Cadet Force (ACF) Permanent Support Staff.
2. The RFCAs are represented nationally by the Council of RFCAs (CRFCA). The Chairman of each RFCA is a member of the Council, which employs a secretariat, who through the CRFCA Executive Board direct and coordinate the activities of the RFCAs. CRFCA is the single point of contact for all Ministry Of Defence (MOD), Defence Infrastructure Organisation (DIO) and Single Service stakeholders from whom the RFCAs are funded.
3. The main roles of RFCAs are:
4. Assistance and advice to the Defence Council.
5. Representation and advocacy of the Armed Forces (specifically the Reserves and Cadets).
6. Welfare and administration of the Reserves and Cadets.
7. Hard and soft facilities management for the Volunteer and Cadet Estate.
8. Personnel and financial management.
9. Indirect support to recruiting for the Army and the Army Reserves (and other Services as requested).
10. Marketing and publicity for the Reserves and the Cadets.
11. Employer Engagement and support.
12. Community Engagement.
13. The staffs of the RFCAs maintain close liaison with the relevant Royal Naval, Royal Marine, Army and Royal Air Force Headquarters and DIO to ensure effective coordination of supporting activities for the Reserve Forces and MOD sponsored cadet organisations.

**Other features**

This job description

1. Should be discussed/read with the Line Manager at the time of receiving the Annual Staff Report.
2. May be reviewed in the light of changes during the period of your appointment and on change of incumbent.