**RESERVE FORCES AND CADETS ASSOCIATION**

**FOR EAST ANGLIA**

**JOB DESCRIPTION**

**Appointment Details**

1. Job Title: Administrative officer (Employer Engagement 1)
2. Job Grade: E1
3. Department: Employer Engagement
4. Reports to: Regional Employer Engagement Director
5. General description of the Appointment: Employer Engagement administrative and support duties.

**Overview**

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.

**Primary duties**

Maintenance of Customer Relationship Management (CRM) database Salesforce

1. Timely analysis, research and upload of Joint Personnel Administration (JPA) data.
2. Update Employer Recognition Scheme data.
3. Update Armed Forces Covenant data.
4. Create and manage Management Information reports.
5. Continuous upgrade of all existing data and applications in Salesforce.

Assist with the delivery of the Employer Engagement plan

1. Action Employer Notification returns.
2. Manage the Employer Engagement templates.
3. Assist with Employer Engagement ~~Email~~ Campaigns.
4. Maintain the accuracy of the Engagement calendars.
5. Maintain the Employer Engagement contacts Excel database
6. Housekeeping of online filing system.
7. Build effective relationships with Unit and sub-unit clerks.
8. Administer Regional Employer Engagement Group meetings including taking and distributing Minutes.
9. Administer County Employer Engagement Group meetings including taking and

distributing Minutes.

1. Collate monthly reports on Key Performance Indicators
2. Manage County Employer Engagement reports.
3. Assist with content and manage for Employer Engagement social media channels and periodic newsletters.
4. Keep Employer Engagement Chairmen updated as required.
5. Booking of travel and accommodation.

Assist with preparation of events and event communications

1. Prepare event invitations, follow-up emails and phone calls ensuring audience generation.
2. Update event assets such as PowerPoint presentations and word documents.
3. Liaise with 3rd party agencies to ensure timely delivery of event requirements.
4. Update event attendees’ details and engagement on Salesforce.
5. Upload and/or share Public Relations elements where required.
6. Attend and set up events.

**Secondary duties**

1. Cover duties of Administrative Officer (Employer Engagement 2) when required.
2. Any other duties as directed by Line Manager which they can reasonably be expected to undertake.

**Training**

1. The post-holder is required to participate in all aspects of training and development, as identified in discussions with the Line Manager, to make use of all relevant opportunities for training that may improve the effectiveness and efficiency of their appointment.

**Reporting**

1. The Regional Employer Engagement Director has Line Manager responsibilities for the Administrative Officer (Employer Engagement 1). The Countersigning Officer is the Head of Engagement.

**Person Specification**

1. [Core Competencies required](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/436073/cscf_fulla4potrait_2013-2017_v2d.pdf)
2. Setting Direction- Seeing the Big Picture- Level 1
3. Setting Direction- Changing and Improving- Level 1
4. Setting Direction- Making Effective Decisions- Level 1
5. Engaging People- Leading and Communicating- Level 1
6. Engaging People- Collaborating and Partnering- Level 1
7. Engaging People- Building Capability for All- Level 1
8. Delivering Results- Achieving Commercial Outcomes- Level 1
9. Delivering Results- Delivering Value for Money- Level 1
10. Delivering Results- Managing a Quality Service- Level 1
11. Delivering Results- Delivering at Pace- Level 1
12. Required skills/experience:
13. Qualification - Preferably educated to degree level or equivalent.
14. Experience of event planning and co-ordination.
15. Experienced data inputter; IT literate and comfortable using Microsoft Word, Excel and PowerPoint.
16. Computer literate (possessing a good working knowledge of current MS-Office applications) with demonstrable experience using management information systems. Comfortable utilising internet research tools including the retrieval of statistics for further analysis and presentation.
17. A full driving licence is required.
18. This post-holder will be required to hold an Enhanced clearance from the Disclosure and Barring Service (DBS) and to be SC Cleared through National Security Vetting.
19. Desired skills/experience:
    1. Ability to be flexible with working hours, as some evening & weekend work will be necessary from time to time, to attend work-related events.
    2. Knowledge about the Armed Forces and Cadet Forces.
20. Personal qualities & behaviours:
21. Confident and astute communication skills, with a high level of emotional intelligence and the ability to engage with individuals at all levels.
22. Confident telephone manner.
23. Excellent accuracy, spelling and grammar.
24. Proactive and self-motivated.
25. Keen to advance individual skills and personnel development.
26. Ability to prioritise tasks and time manage effectively recognising where influence and authority lies and its impact on account activity.
27. A self-starter with a high degree of flexibility and adaptability. Excellent team-working ability.
28. An inquiring mind with an organised approach to engagement and information management and good attention to detail.
29. A willingness to contribute to the Employer Engagement plan.

**Other requirements**

1. The successful individual will need to comply at all times with RFCA health and safety policies and procedures, and data protection/freedom of information requirements.

**Other Features**

1. This job description should be discussed/read with the Line Manager at the time of receiving the Annual Staff Report.
2. The Job Description may be reviewed in the light of changes during the period of the appointment and on change of incumbent.

I have read and understood my job description and mandate of responsibility.

Signed:

Name (Post holder):

Dated:

Signed:

Name (Line manager):

Dated: