

East Midlands Reserve Forces and Cadets Association (RFCA)

JOB DESCRIPTION

ADMINISTRATION SUPPORT OFFICER EMPLOYER ENGAGEMENT [ASO EE]

GRADE: E1

Date last reviewed: 16 July 2018

Date of next review: 01 Jul 2019

Job Overview

1. The Admin Support Officer Employer Engagement [ASO EE] will provide clerical and administrative support to the Regional Employer Engagement Director (REED) and the Assistant Regional Employer Engagement Director (AREED).

Tasks and Responsibilities

2. The ASO EE's tasks and responsibilities include:
- a. Maintaining currency and accuracy of reservist and employer records on the Salesforce CRM database.
 - b. Assisting with gaining and maintaining supportive employers:
 - 1) Promoting and encouraging employers to pledge support through the Armed Forces Covenant.
 - 2) Promoting and supporting the Defence Employer recognition Scheme at all levels.
 - c. Promoting, facilitating and populating employer engagement events.
 - d. Maintaining good relations with relevant contacts, including:
 - 1) Employers.
 - 2) Single Service Chains of Command; units and sub-units.
 - 3) The Defence Relationship Management (DRM) central team.
 - 4) The Regional Employer Engagement Group
 - 5) RFCA County Committees.
 - 6) The Regional Employer Engagement Board.
 - e. Providing administrative support to the Head of Support Services when required and agreed by the REED.
 - f. Any other duties (appropriate for the grade) as directed by the REED in accordance with departmental priorities and staff availability, or as required by changes in technology.

Competences Required for the Post

4. **Essential Competences.**
- a. Secretarial experience including multi-tasking.
 - b. Good communication, numeric and inter-personal skills.
 - c. Strong IT skills, particularly Microsoft Word and Excel; and practical experience of managing and operating a contact relationship management database.

- d. A self-starter, highly organised, and an efficient team player with initiative.
- e. Ability to function effectively without close supervision.

5. ***Desirable Competences.***

- a. Understanding of the Reserve / Regular military environment.
- b. HR experience.
- c. Experience of event planning and co-ordination.

Appraisal Reporting Chain

6. The reporting chain for the ASO EE will be defined by the Chief Executive; the REED will be the first Reporting Officer.

Health and Safety Responsibilities

7. The ASO ES is to comply with the SHEF responsibilities of the RFCA.

J S Wilson
REED

16 July 2018

ES ASO

16 July 2018