



JOB VACANCY NOTICE – ADMINISTRATION OFFICER (EMPLOYER ENGAGEMENT)

30 APRIL 2024

1. Applications are invited for the post of full time Administration Officer (Employer Engagement) with East Midlands Reserve Forces' and Cadets' Association (EMRFCA). This post is based in Nottingham (NG7 2GG) and the successful candidate will be expected to reside within daily travelling distance. This is a Crown Servant (Civil Service Band E1 equivalent) post.

2. **EMRFCA Role and Responsibilities.** East Midlands Reserve Forces and Cadets Association (RFCA) is responsible for managing and maintaining the Army Reserves and Cadet premises across the East Midlands and contributes to wider Ministry of Defence (MoD) outputs. We play a leading role in strengthening the environment for the Armed Forces through building relationships with local communities and employers. We help deliver the MoD's youth support programme through the MoD sponsored Cadet Forces, providing opportunities for young people to reach their fullest potential, irrespective of background. We are also responsible for engaging with Reservists' employers, supporting Reservists and Cadets, and assisting with recruitment of Army Cadet Force Adult Volunteers.

3. **General Description of the Role.**

Vital to EMRFCA's success is the establishment and maintenance of mutually-beneficial working relationships with employers and commercial organisations across its area. The Administration Officer (Employer Engagement) is responsible for assisting the Regional Employer Engagement Director (REED) in managing a large number of employer accounts, primarily through the *Salesforce* Customer Relationship Management IT system. This will involve maintaining an accurate, dynamic employer database, creating *Salesforce* 'campaigns', processing data downloads to the system and conducting continuous data cleansing.

The post-holder will encourage employers' involvement in the Armed Forces Covenant programme and Defence Employer Recognition Scheme, preparing Covenants for signature and identifying when re-appraisal of awards is due.

They will make 1st contact with organisations known to employ Reservists or be beneficial to the employment of Defence Community members.

Arranging appointments for the REED to visit employers and supporting employer visits as required, helping with planning/delivery of events, and undertaking general administrative support tasks represent further aspects of this role.

4. **Previous Experience and Qualifications.** Applicants must be confident with the use of MS Office applications including Excel, Word and Powerpoint. Applicants are required to be organised, numerate and with sound written and verbal communication skills. They will be expected to demonstrate initiative, team-working and problem-solving. Ideally they will also have experience of working with a Customer Relationship Management IT system, and of telephone-based customer service.

5. **Terms and Conditions.** The salary for this Band E1 equivalent is £24,985. The successful applicant may be asked to undertake work-related travel and on occasion to be flexible with working hours. Annual leave, excluding public holidays, is 25 days per annum rising to 30 days after 5 years' service. Previous service in the public sector will count towards qualifying years' service. The successful candidate will be eligible to join the Council of RFCA's Pension Scheme which operates on a Career Average Revalued Earnings (CARE) in which the employer contribution is 13% and the employee contribution 5%.

6. **Probation.** The appointment is for an initial probation period of 6 months and final confirmation of your appointment is dependent upon the satisfactory completion of this probationary period.

7. **Application.** If you feel that you are the ideal candidate and could bring experience to the role, send a current CV and a covering letter demonstrating how they meet the essential requirements of this job, including evidence of relevant professional accreditations / memberships, and why they consider themselves suitable for the position, indicating their interest and motivation to assume this role by email to Isabella Bejide em-financeasst@rfca.mod.uk

The closing date for applications is Friday 24th May 2024 at 4.00pm. The shortlist for interviews will be notified as soon as possible after that date. **Interviews will be held the week beginning 3rd June 2024.** The post will be vacant and the Association wish it to be filled as soon as possible.

A copy of the Job Description for this position can be viewed on the Associations' website:
www.eastmidlandsrfa.co.uk/about/vacancies

Signed on original

Mrs Dee Rai
Head of Finance and Human Resources
On behalf of
SC Williams OBE
Chief Executive
East Midlands Reserve Forces and Cadets Association

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