

# East Midlands Reserve Forces and Cadets Association (RFCA)

## JOB DESCRIPTION

### ADMINISTRATION OFFICER EMPLOYER ENGAGEMENT [AO EE]

**GRADE:** E1

Date last reviewed: 30<sup>th</sup> April 2024

Date of next review: 1<sup>st</sup> July 2024

#### Job Overview

The Admin officer is the first port of call for businesses looking to engage with the defence community, from capturing and entering data to answering questions and engaging in a positive manner, their work underpins the efforts of the department.

1. The Admin Officer Employer Engagement [AO EE] will provide clerical and administrative support to the Regional Employer Engagement Director (REED) and the Deputy Regional Employer Engagement Director (DepREED).

#### Tasks and Responsibilities

2. The AO EE's tasks and responsibilities include:
  - a. Assisting with the implementation of the annual Employer Engagement Business Plan.
  - b. Populating, updating and validating the Salesforce CRM database with Reservists and employer data.
  - c. Assisting with gaining and maintaining supportive employers through effective communication and record keeping.
  - d. Supporting the REED's liaison with employer support contacts:
    - 1) Employers of Reservists, including arranging appointments for the REED.
    - 2) The relevant contact points in single Service Chains of Command
    - 3) The Defence Relationship Management Support Team.
    - 4) The Regional Employer Engagement Group and County Committees.
    - 5) The Regional Employer Engagement Board.
  - e. Assisting the REED in the planning, co-ordination, administration, management and delivery of employer engagement events and activities.
  - f. Providing administrative support to the Head of Support Services when required and agreed by the REED.
  - g. Other specific tasks identified by the REED.

#### Competences Required for the Post

##### 4. *Essential Competences.*

- a. Administration 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. Experience of using Salesforce and maintaining data validity for the production of insightful, accurate reports and insights.
- c. Experience of event planning and co-ordination.

**Appraisal Reporting Chain**

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

**Health and Safety Responsibilities**

- 7. The AO EE is to comply with the SHEF responsibilities of the RFCA.