

**THE RESERVE FORCES' AND CADETS' ASSOCIATION FOR THE
NORTH WEST OF ENGLAND AND THE ISLE OF MAN**

JOB DESCRIPTION

Job Title: Employer Engagement Administrative Officer (EEAO)

Pay Band: Grade E1/AO Crown Servant

Department: Engagement

Line Manager: Regional Employer Engagement Director (REED) (Grade C2/HEO)

Counter Signing Officer: Head of Engagement (Hd Engt) (Grade C1/SEO)

GENERAL

1. The EEAO supports the Regional Employer Engagement Directors (REED) within all administrative activities relating to the delivery of Employer Engagement (EE) activity. The EEAO reports to REED (South), who is their line manager.
2. The Engagement department consists of:
 - 1 x Head of Engagement (Grade C1/SEO)
 - 4 x Regional Employer Engagement Directors (Grade C2/HEO)
 - 2 x Employer Engagement Administrative Officers (Grade E1/AO)
 - 1 x Head Of Communications (Grade C2/HEO)
3. This post is full time appointment working 37 hours per week (Monday – Friday). It may require the post-holder to work outside core working hours and the occasional weekends/public holidays as directed/agreed by line management to which TOIL will be granted. The core hours of working are:
 - Monday–Thursday: 0830-1630hrs
 - Friday: 0830-1600hrs
4. There may be some travel around the North West - including Cumbria, Lancashire, Manchester, Merseyside, Cheshire – to support EE activity, using pool vehicles provided by the Association. There may be occasional requirements to travel to the Isle of Man; this will generally be by air.
5. The EEAOs are expected to manage their own diary and day to day activity, with direction and guidance provided by their Line Manager and Hd Engt.
6. The normal place of work is HQ NW RFCA, Alt House, Altcar Training Camp, Hightown, Merseyside, L38 7JD.

RESPONSIBILITIES & TASKS

7. General administration

- a. General administrative tasks: e.g. filing, shredding, copying, printing, etc.
- b. Order and maintain Engagement team stationary and be the focal point for suppliers (e.g. for collateral, pull ups, etc.), especially in relation to memberships and financial administration such as purchase orders, invoices and other items as directed.
- b. Maintain Engagement team SharePoint (MoD IT programme) filing.
- c. Diarise and support meetings as required, including minutes/RoDs.
- d. Maintain EE image library.
- i. Assist REEDs to maintain employer contact when required, and deal with general EE enquiries, referring on to the respective REEDs if necessary.
- j. Support the other EEAO as necessary – covering over periods of absence and leave etc.

8. Liaison

- a. Act as the team POC for Defence Relationship Management (DRM) staff (based in London) in relation to the following:
 - (1) New accounts/Armed Forces Covenant signatories.
 - (2) Bronze, Silver and Gold MoD Employer Recognition Scheme (ERS) awards.
 - (3) Maintain and update Salesforce Customer Relationship Management (CRM) system.
- b. Act as a Point of Contact for the respective Chambers of Commerce.

9. Salesforce CRM system

- a. Liaise with DRM to resolve issues e.g. account hierarchies, permissions, etc.
- b. Process periodic MoD Joint Personnel Administration (JPA) data updates ensuring data integrity and data quality.
- c. Add new accounts and contacts as required.
- d. Transfer ownership of accounts and contacts to the relevant REED as required.
- e. Check dashboards and action data cleansing/quality monthly.

- f. Build and monitor Pardot emails.
 - g. Build and run reports for REEDs and key stakeholders e.g. the single Service (sS) units across the NW or the sS Headquarters.
 - h. Record Measurement of Effect (MOE) data from new accounts and when reported.
10. Armed Forces Covenant (AFC)
- a. Save DRM AFC confirmation emails to NW SharePoint.
 - b. Deal with any AFC related enquiries from DRM or employer.
 - c. Record new AFC re-signings on Salesforce.
11. MOD Bronze ERS awards/accounts
- a. Check and action Bronze application spreadsheet from DRM.
 - b. Process and record Bronze applications on Salesforce.
 - c. Carry out due diligence checks on Bronze award applications.
 - d. Save DRM confirmation emails to SharePoint & record on Salesforce.
 - e. Deal with any Bronze applicant/award related enquiries from DRM or employer.
 - f. Print and frame certificates for issue by the respective REEDs where requested.
 - g. Build and monitor Pardot emails to Bronze accounts, to promote opening of Silver award application window(s).
12. Silver ERS awards/accounts
- a. Monitor Expressions of Interest (EOI) received and report to REEDs as required.
 - b. Assist with planning and delivery of Silver award workshops, including building and managing Pardot emails, Eventbrite, Zoom, etc.
 - c. Save Silver applications to NW SharePoint when received from REEDs/employers.
 - d. Review Silver applications and record any additional MOE data.
 - e. Complete due diligence checks on Silver applicants.

- f. Support delivery of Silver award boards; e.g. prepare packs for board members etc.
- g. Record winners and unsuccessful applications on Salesforce.
- h. Deal with any Silver applicant/award related enquiries from DRM or employer.
- i. Build and monitor Pardot emails to Silver accounts, to promote Gold award application window(s).

13. Gold ERS awards/accounts

- a. Monitor Expressions of Interest (EOI) received and report to REEDs as required.
- b. Assist with planning and delivery of Gold award workshops, including building and managing Pardot emails, Eventbrite, Zoom, etc.
- c. Save Gold applications to NW SharePoint when received from REEDs/employers.
- d. Review Gold applications and record any additional MOE data.
- e. Complete due diligence checks on Silver applicants.
- f. Record winners and unsuccessful applications on Salesforce.
- g. Deal with any Gold applicant/award related enquiries from DRM or employer.

14. Finance

- a. Raise Purchase Orders and record invoices on Symphony finance system.
- b. Monitor Symphony and ensure items authorized by the respective REEDs.
- c. Process all finance administration e.g. pass invoices for payment, complete credit card forms etc.
- d. Monitor and report spend against budget in-year.
- e. Ensure all Symphony orders are paid/closed down before Financial Year End (31 March each year).

15. Events

- a. EE events – General
 - (1) Support events such as Defence Insight Briefing, Partnering with Defence (PWD), King's Birthday Parade (KBP), Lord-Lieutenant's Awards, MoD ERS awards, ship visits etc.

- (2) Build and manage guest lists; distribute invitations; monitor, record and chase responses.
- (3) Assist with delivery of EE events as required, as agreed with your line manager.
- (4) Stock-check and order pull-ups and other collateral for events as required, and maintain stock levels.
- (5) Collate feedback from events, Lessons Identified etc in order to drive continuous improvement.

b. MoD ERS workshops

- (1) Assist with planning and organisation as required.
- (2) Build and manage guest lists; distribute invitations; monitor, record and chase responses.
- (3) Coordinate with workshop venue and liaise with venue staff.
- (4) Assist with delivery of workshops as required, as agreed with your line manager.

c. MoD ERS awards events

- (1) Assist with planning and organisation as required.
- (2) Build and manage guest list; distribute invitations; monitor, record and chase responses.
- (3) Coordinate with venue and liaise with venue staff.
- (4) Create hosting and table plans.
- (5) Order certificates/trophies and frames (proof checking on delivery).
- (6) Create PowerPoint imagery if required.
- (7) Produce table numbers, place-cards, menus, etc.
- (8) Produce signage for tables, A4 stands, directional signs, etc.
- (9) Assist with production of ERS awards booklet.
- (10) Deal with enquiries from guests, hosts, units, etc.

16. Meetings

- a. Support Regional Employer Board (REB), Gold Award Association (GAA) and other meetings as directed.
- b. Build and manage guest list; distribute invitations; monitor, record and chase responses.
- c. Take minutes, notes, produce and distribute Records of Decisions (RoDs).
- d. Send out meeting diary invitations, agendas, supporting documentation, etc. to Invitees and deal with enquiries.
- e. Assist with planning and organisation as required.

17. Association Membership

- a. Working with Hd Engt and In accordance with the Scheme of Association, develop and sustain NW RFCAs membership on behalf of the CE.
- b. Correspond with new and existing members on their behalf by email, telephone and other means. Maintain the Assn Membership database and review it annually with Hd Engt.

18. Training

- a. Attend DRM workshops and training sessions as required.
- b. Participate in any training delivered by NW RFCA as required.

APPRAISAL REPORTING CHAIN

19. Following the initial probation review process during the first 6 months of employment, the EEAO will undertake performance reviews each year. REED (South) will be the Line Manager/Initiating Officer for the annual Performance Development Review and the Hd Engt will be the Countersigning Officer.

TRAINING

20. The EEAO will undertake and complete compulsory training courses that NW RFCA and DRM will fund. All training that forms part of the PDR process is to be undertaken and completed, where possible (unless the course is over a number of years) within that reporting period.

21. The EEAO is required to be competent/qualified in the following mandatory areas/skills within 6 months of employment. If necessary, training will be provided:

22. IT: PH2, Cascade, Salesforce and Symphony training.

HEALTH & SAFETY

23. The EEAO must develop and maintain a working knowledge of the relevant areas of the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and other relevant Regulations and Codes of Practice.

SECURITY

24. The EEAO must comply with the Security Operating Procedures (SyOps) for the use of the (NW RFCA) Local Area Network (LAN) and MOD Wide Area Network (WAN) relating to both voice and data on IT Systems.

25. The EEAO will be required to undergo Security Clearance (SC), and undertake an Enhanced Disclosure and Barring Service (DBS) check.

DATA PROTECTION

26. The EEAO will comply with all current GDPR legislation with guidance from the post.

ADDITIONAL REQUIREMENTS

27. The job holder is required to comply with the RFCAs Code of Conduct and is to avoid any behavior which discriminates against colleagues, potential employees or contractors on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion or disability.

28. The Job holder will undertake any additional tasks commensurate with the Crown Servant E1 Grade as directed by the LM, Hd Engt or Chief Executive.

29. The post holder must have a valid Class B driving licence and be able to self-drive.

30. This job description should be discussed/read with the line manager at each annual PDR review and updated as necessary.

31. The job description may be reviewed in light of changes during the period of appointment.

PERSON SPECIFICATION – EEAO

Serial	Competence	Essential	Desirable	Evaluation ¹
1	General administration experience; e.g. filing, photocopying, producing reports, stock control, etc.	√		CV/I
2	Experience of dealing with financial administration, e.g. purchase orders, invoices, etc.	√		CV/I
3	Experience in the use of MS Office package (Word, Excel, PowerPoint, etc.).	√		CV/I
4	Experience of arranging and supporting meetings, producing agendas and taking/producing minutes/RoDs.	√		CV/I
5	Experience of assisting with the planning, organisation, and delivery of events.		√	CV/I
6	Experience of using and maintaining an electronic filing system, ideally SharePoint.	√		CV/I
7	Experience of using Customer Relationship Management (CRM) systems, ideally Salesforce.		√	CV/I
9	Knowledge or experience of using social media in a professional communications; especially Facebook, Instagram and LinkedIn.		√	CV/I
10	Knowledge or experience of the Reserve and/or Cadet Forces.		√	CV/I

¹ CV – Curriculum Vitae | – Interview – E - Evidence

Personal Qualities:

- a. Keen to advance individual skills and personal development.
- b. Ability to priorities tasks and time manage effectively.
- c. A self-starter with high degree of flexibility and adaptability.
- d. Excellent team-working ability.
- e. An inquiring mind with an organised approach to information management, and good attention to detail.

Signature of Line Manager:..... Date

Signature of Employee: Date

Date: 21 Feb 25