**HIGHLAND RESERVE FORCES’ AND CADETS’ ASSOCIATION**

**ADMINISTRATIVE OFFICER (EMPLOYER ENGAGEMENT)**

**GENERAL**

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| **1.** | **Appointment Details** | | | | | | |
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|  | a. | Job Title: | | Administrative Officer (Employer Engagement) | | | |
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|  | b. | Job Grade: | | E1 Grade | | | |
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|  | c. | Department: | | Engagement | | | |
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|  | d. | Reports to: | | Regional Employer Engagement Director (REED) | | | |
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|  | e. | Job Purpose: | | Assisting with the delivery of effective Employer Engagement (EE) across the HRFCA area of responsibility. | | | |
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| **2.** | **General Description of Role** | | | | | | |
| Responsible through the REED for maintaining an accurate, dynamic Employer database and assisting in the creation and maintenance of an environment that will encourage employers to support Reservists in meeting Defence requirements, in particular through recruitment and retention. | | | | | | | |
| **3.** | **Description of Primary Tasks** | | | | | | |
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|  | a.  b. | |  |  |  | | --- | --- | --- | | Database management: | | | |  |  | | (1)  (2) | Managing a large number of employer accounts, primarily through the *Salesforce* Customer Relationship Management IT System.  Maintaining an accurate, dynamic employer database, creating *Salesforce* ‘campaigns’, processing data downloads to the system and conducting continuous data cleansing. | | | Support to REED: | | | | (1)  (2)  (3) | Arranging appointments for the REED to visit employers, helping with the planning and delivery of events, managing guests lists and invitations, and undertaking general administrative support tasks.  Providing back office support to the REED when they are conducting external engagement with employers.  Liaising with local Reserve units to maintain close ties with the REED, assisting in the planning of regular unit visits by the REED and employers. | | Armed Forces Covenant (AFC) and Defence Employer Recognition Scheme (ERS): | | | |  |  | | (1)  (2) | The post-holder will encourage employers’ involvement in the AFC programme, preparing Covenants for signature, routinely calling AFC signatories to maintain positive relationships and identifying when re-appraisal of awards is due.  Assisting the REED in administering the ERS, including in the management of Expressions of Interest by employers considering making submissions for silver or gold awards, and advising and assisting employers wishing to self-certify for bronze ERS awards. | | | | | | | |
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| **4.** | **Other Duties**   |  |  | | --- | --- | | a.  b.  c. | Undertaking general administrative support tasks.  Be prepared to carry out other duties commensurate with competencies held and the grade of this post.  Because of the dynamic nature of Employer Engagement, the post-holder may be asked to undertake work-related travel and on occasion to be flexible with working hours. This could very occasionally include evenings and/or Saturdays. | | | | | | | |
| **5.** | **General Qualifications and Personal Attributes** | | | | | | |
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|  | a. | Essential: | | | | | |
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|  |  | (1) | Well organised, numerate and with sound written and verbal communication skills. | | | | |
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|  |  | (2) | Able to demonstrate initiative, team-working and problem-solving. | | | | |
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|  |  | (3)  (4) | Proficient in Microsoft Office applications, including Excel, Word and PowerPoint  Flexible and adaptable to change | | | | |
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|  | b. | Desirable: | | | | | |
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|  |  | (1) | Experience of working with a Customer Relationship Management IT system. | | | | |
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|  |  | (2) | Experience of telephone-based customer service. | | | | |
|  |  | (3) | Previous experience of the regular or reserve armed forces and/or of the service cadet organisations. | | | | |
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| **6.** | **Other Features** | | | | | | |
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|  | a. | This Job Description: | | | | | |
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|  |  | (1) | Should be discussed/read with the line manager at the time of receiving the annual Personal Development Report (PDR). | | | | |
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|  |  | (2) | May be reviewed in the light of changes during the period of your appointment and on change of incumbent. | | | | |
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|  | b. | Because of the changing nature of our business, your job description will inevitably change from time to time. You may be required to undertake other activities of a similar nature that fall within your capabilities and are commensurate with your grade. | | | | | |
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|  | c. | I have read and understood my job description and mandate of responsibility and have received a copy of same. | | | | | |
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| Signed: | | |  | |  |  |  |
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| Post holder (name): | | |  | |  |  |  |
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| Date: | | |  | |  |  |  |
|  |  |  |
| Signed: | | |  | |  |  |  |
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| Line Manager (name): | | |  | |  |  |  |
|  |  |  |
| Date: | | |  | |  |  |  |
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