

**Live On – To the memory of the fallen and the future of the living**

## **THE ROYAL BRITISH LEGION**

### **JOB DESCRIPTION**

<b>Job Title:</b>	Area Administrator
<b>Reporting To:</b>	Area Manager
<b>Role Purpose:</b>	To support the Area Manager in the effective operation of all aspects of the work of the area and in the achievement of area plans and objectives.

#### **Key Responsibilities:**

1. Be responsible for the effective operation of the Area office, including opening and drafting correspondence, maintaining 'brought forward' and filing systems and keeping the intranet up to date.
2. Co-ordinate and support a range of meetings and events to ensure the smooth operation of the Area, including various area and team meetings involving both external and internal personnel.
3. Manage the effective processing of all purchase orders and payments for authorisation in accordance with Legion procedures; track and trouble shoot payments with the Accounts/Finance department.
4. Take responsibility for ensuring that a range of databases used by the office are maintained and kept up to date, supporting the Advice and Information team as required with co-ordinating data on services and support available for beneficiaries and other stakeholders across the area.
5. Ensure that reports and statistical data are received from staff in good time for relevant meetings, co-ordinating and interpreting these as required by the Area Manager to ensure that they reflect an up to date position on relevant activities. Support the Area Manager in monitoring performance against plans and objectives, producing reports and returns as required.
6. Co-ordinate the collation of local information as required by the knowledge management team to support the development of the knowledge database.
7. Undertake research into a range of issues in support of the planning and delivery of area services, preparing reports and recommendations for the Area Manager as required.
8. Plan and organise events involving a range of stakeholders in support of the achievement of area plans and objectives.
9. Co-ordinate the recruitment of staff across the area and the organisation of induction of new Area staff to core business policies, procedures and systems.

10. Keep a log field and track verbal and written complaints in accordance with Legion's complaints procedure, supporting the Area Manager in the investigation of complaints as requested, making appropriate recommendations for action or resolution.
11. Act as the local leasehold manager for Regional Surveyors and as H&S Officer for the buildings in use by the Area Team, ensuring that property and facilities related issues are identified and actioned as necessary.
12. Support Legion fundraising and remembrance activities in the area, particularly during the Poppy Appeal. As a member of the area team, support the achievement of local appeal targets and maintain an understanding of the importance of fundraising income to the Legion's provision of support for its beneficiaries.
13. Develop effective working relationships with other Legion services within the area in question (care homes, break centres etc.) and with the regional specialist team.
14. Develop and maintain knowledge of key contacts and relationships across the area to support the Area Manager in the effective planning and execution of events. Engage with local members, county officers, local civic officials, local armed forces communities and others as appropriate and use such opportunities to encourage understanding and achievement of the Legion's local services and plans.
15. Develop a knowledge and understanding of all local Legion activities (plus some familiarity with national activities), working in a joined up way beyond own personal area of responsibility to ensure that beneficiaries, Legion members and the public receive a seamless service. Engage with Legion branches as required, ensuring a coordinated approach to beneficiary support and best use of resources.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. As duties and responsibilities change and develop, this job description will be reviewed and may be subject to amendment.

## GENERAL

- To work in accordance with The Royal British Legion's shared values of **Service; Collaboration; Passion; Excellence; Valuing our people** which underpins the fundamental beliefs and qualities of who we are and what we do.
- To implement the Equal Opportunities Policy into your daily activities.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To work in accordance with the General Data Protection Regulations and Data Protection Act 2018; to ensure the correct reporting of data breaches, any changes to the processing of personal data which require a Privacy Impact Assessment and any requests under the Individual Rights provisions are reported to the Legion Data Protection Officer..
- It is clear that due to the nature of the role, the postholder will have access to material which is

confidential. It is a condition of their contract of employment that they ensure that no confidential material is leaked from the department to unauthorised members of staff.

- Royal British Legion is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Any hire is to work in accordance with the Equality Act (2010).

### PERSON SPECIFICATION

CRITERIA	ESSENTIAL / DESIRABLE	HOW TO BE MEASURED
<b>QUALIFICATIONS</b>		
Good standard of general education to GCSE level or equivalent	E	Application/Certificates
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Demonstrable experience at providing administrative and secretarial support to manager level working in a large organisation	E	Application/Interview
Experience of minute taking	E	Application/Interview
Experience of working in a charity or Armed Forces	D	Application/Interview
<b>SKILLS &amp; ATTRIBUTES</b>		
Good IT skills including Microsoft Office and databases	E	Application/Interview
Effective interpersonal skills – able to engage effectively with a range of audiences	E	Interview
Ability to develop and maintain effective working relations with volunteers, other ex-Service and charitable organisations and government agencies	E	Interview
<b>SHARED VALUES AND BEHAVIOURS</b>		
<p><b>Service</b></p> <p>We support and serve. We are compassionate. We provide great customer care to all the people who come into contact with us. We are accountable and act with integrity.</p> <p><b>Collaboration</b></p> <p>We value working together and with partners to achieve shared goals. Through strong communication and support, we build trust with each other and treat</p>		<p>Interview</p> <p>Interview</p>

<p>everyone with respect and honesty.</p> <p><b>Passion</b></p> <p>We are passionate about our role and contribution. With a positive outlook we are resilient and committed to our work.</p> <p><b>Excellence</b></p> <p>We strive to be the best we can. We are effective and efficient. We are bold. We are open to new ideas and approaches, challenge each constructively and are willing to learn.</p> <p><b>Valuing our People</b></p> <p>We support, encourage and provide opportunities for all our people – ensuring we recognise and value everyone’s contribution.</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>
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