

RNRMC Job Description

Job title		Responsible to
Southwest & Wales Engagement Officer (SWWE)		Head of Supporter Services and Engagement
Location	Contract	Date Reviewed
Plymouth, UK	Permanent – Full Time	05/01/2024

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy’s principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families
Integrity	We will act with honesty and transparency in all our activities
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

Working within the Fundraising team, The Southwest, and Wales Engagement Officer (SWWE) will maximise engagement with the Charity’s key stakeholder groups in the Southwest and Wales region raising awareness of support services available to beneficiary groups and ways of getting involved in our charity projects and campaigns including the Submarine Family (TSF).

The postholder will have relevant charity experience and be required to develop a process to support the recruitment of volunteers liaising with the Royal Navy, community groups, military networks, and organisations. As part of this role, the post holder will be required to oversee the volunteer hub in the region. Hubs is a new initiative for the charity and the face of the RNRMC in local communities, playing a vital role in spreading the word and raising funds – whether it’s through events, running fundraising challenges or helping us raise awareness of our work in their area.

The role holder must have at least 12 months experience within the charity sector, be a real team player, and be able to deliver projects on time. You will possess good organisational skills, be reliable and proactive within the position. Regular travel will be required, and a valid driving licence is essential.

The post holder will also be prepared to attend events and meetings which may fall outside of normal office hours in the evenings or at weekends. The role holder must be a self-starter and able to fit into a small, busy, and growing team where the tasks require enthusiasm and focus

The role is mainly office based. RNRMC has a hybrid working policy which offer 40% home-working opportunities.

Responsibilities and Duties

Volunteer Management and Volunteer Hubs

- Be creative in developing new opportunities for engagement and volunteer recruitment.
- Support and oversee the local volunteer hubs which will work independently raising funds and the profile of the RNRMC.
- Work collaboratively with the Charity Champion Engagement Officer engaging with the Charity's supporters from within the Naval Service and affiliated Groups.
- Support the Corporate Partnerships and Events team with recruiting volunteers for all flagship and regional events.
- Be responsible for recruiting volunteers for charity flagship events and those in the Southwest and Wales Region.
- Work with the operations department and other regional engagement officers to recruit, induct and manage volunteers in all regions.

Engagement and Awareness of the Charity Offer

- Support the corporate partnerships and events team in assisting with the recruitment of participants for all annual flagship events, DIY events and Southwest and Wales challenge events.
- Support the Development Manager (Individual Giving) assisting with the promotion of Individual Giving campaigns and charity initiatives, including the RNRMC Lottery.
- Develop an engagement process for the regional area of responsibility incorporating community groups, military networks, and organisations.
- Identify potential supporters within Southwest and Wales and encourage and initiate fundraising activities, providing expert advice and guidance where needed.
- Engage with third parties such as the Royal Naval Association, key Naval personnel and supporters, with a focus on the Southwest and Wales.
- Deliver presentations to ships, units, and training establishments about the RNRMC, including cover of Southwest Presenter at times of absence.
- Liaise with the ESS shops in the region ensuring stock is replenished as required.
- Work with the communications team to ensure engagement activity is promoted and new assets are developed as required. Support with local press when required.

Stewardship and Donor Support

- Liaise with the Supporter Services team with any stewardship plans needed for fundraisers or supporters in Southwest and Wales Region
- Ensure the highest levels of stewardship is maintained for all key stakeholders in Southwest and Wales Region

- Act transparently and refer any 3rd Party fundraisers that may need additional support to the Head of Engagement and Supporter Services.
- Regularly and accurately monitor and evaluate progress and effectively feed that information and data into future planning.

General

- Play an active role within the Team, working effectively with colleagues to achieve objectives.
- Manage the Engagement Budget and expenditure for Southwest and Wales
- Work closely with the Grants and Communications Department to facilitate a better understanding of the needs of our beneficiaries and the impact of our work, supporting increased income generation.
- Act in accordance with the Charity's GDPR Policy to ensure data remains confidential and is used appropriately.
- Represent the RNRMC in a professional manner to help secure Volunteers, donors and networks to support the Charity's Vision and mission.
- Support the Department with fundraising support as required.
- Undertake such other duties and responsibilities as are appropriate to this level of post and in the functioning of the Fundraising department.

Other

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to 'sell' and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an 'in it together' team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification			
	How Evaluated	Essential	Desirable
Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications			
Good general education including Maths and English	APP	✓	
Experience			
Minimum of 1 year experience in the charity sector	APP	✓	
Experience of working with CRM databases such as Raiser's Edge	APP/AR	✓	
Experience in a front line, customer facing role	APP/AR	✓	
Knowledge			
Computer literate; knowledgeable and proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel so as to be self-sufficient in managing own administration	APP/AR	✓	
Knowledge of the charity of military sector	APP/AR		✓
Skills and Aptitudes			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR	✓	
Ability to work with and manipulate large sets of data	IV/SA	✓	
Confident in gathering facts and statistics and making financial calculations	IV/SA	✓	
Demonstrates high levels of accuracy and attention to detail	APP/SA	✓	
Self-motivated with ability to use initiative and make decisions within own area of responsibility	IV	✓	
Demonstrates effective organisational and administration skills	IV/SA	✓	
Ability to work efficiently, streamlining processes and developing plans and policies	AR/IV	✓	
Works in a methodical and systematic manner	SA	✓	
Demonstrates patience and the ability to remain calm even in a challenging situation	IV	✓	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV	✓	
Ability to work on own initiative and with minimum supervision	IV	✓	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner	APP/AR/IV	✓	
Demonstrates the ability to work with high levels of confidentiality	IV	✓	
Is flexible and adaptable to the demands of the role	AR/IV	✓	
Possess the right to work in the UK		✓	

Outline of Main Terms, Conditions & Benefits

Job Title	Southwest and Wales Engagement Officer
Post Number	1035
Employee Name	Vacancy
Issue Date	01/11/2023
Start Date	From 01/12/2023
Location	HMS Drake, Devonport, Plymouth.

Contract Details

Appointment Type	Permanent - Full Time
Probationary Period	
For new starters 6 months. Reviews will be held at 1 month, 2 months and 4 months, with a final review held at 6 months.	
End of Probation	On / around 6 months from start date
Notice	
Both employer and employee may terminate the appointment by giving the other not less than one month's notice in writing.	

Remuneration

Annual Salary Range	From £34,500 to £37,000 per annum
Hourly Rate	£18.9560 to £20.3296

Pay Method

Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the 21st of the month.

Hours of Work

You will work a minimum of 35 hours per week excluding unpaid breaks. Due to the nature of your position you are expected to be flexible and to work the days and hours that are reasonably required to fulfil the responsibilities of your job and meet the needs of the charity.

Hybrid working is offered 60/40, with designated in-office team days.

This may be subject to change according to operational needs.

Weekly Work Pattern

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
Start Time	09:00	09:00	09:00	09:00	09:00			
AM Break								
Lunch	1 hour	1 hour	1 hour	1 hour	1 hour			
PM Break								
Finish	17:00	17:00	17:00	17:00	17:00			
Total hrs	7	7	7	7	7			35

FTE

1.00

Overtime

Generally, no payments are made for additional hours worked over the FTE hours although time off in lieu may be provided in exceptional circumstances in accordance with the TOIL Policy

Holiday Entitlement per Annum

The RNRMC holiday year runs from 1 January to 31 December. The annual holiday entitlement is 6 working weeks in every full holiday year (which equates to 30 days if you work a 5-day week).

In addition to the above, you are entitled to the recognised bank and public holidays in every full holiday year.

The RNRMC traditionally closes the offices between Christmas and New Year and up to 4 days of your annual entitlement will be reserved / automatically assigned by RNRMC each year to cover this period of closure.

Other

Driving Licence

A driving licence is required as well as access to a vehicle.

Travel Expenses

When an employee uses their personal vehicle on approved Charity business, the Charity will pay 45 pence per mile for the first 10,000 miles in any one tax year and 25 pence per mile for each additional mile over 10,000 miles. The Charity may also reimburse costs for tolls and parking fees, with a receipt.

Absence

If you are absent from work, in addition to Statutory Sick Pay (SSP), which is included in any sickness payments made to you by the Charity, the RNRMC operates a discretionary Charity Sick Pay Scheme, which differentiates between short and long-term absence.

Pension Scheme

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life

Medical

The post holder will be required to complete a medical declaration at the start of employment and, should the RNRMC require it, undergo a medical examination during their probation period by an Occupational Health Practitioner at the RNRMC's expense

Other Employment

The individual is not permitted to undertake any work outside of the RNRMC without prior consent from the RNRMC; all requests should be submitted to HR in the first instance who will seek the relevant approvals from the CEO.

Security Vetting

Due to the RNRMC being located on Ministry of Defence property you will be required to undertake Ministry of Defence Security Vetting. Your employment with the RNRMC, and continued employment, is strictly conditional upon the receipt of a satisfactory security clearance which is reviewed every 5 years.

Discretionary Non-contractual Benefits

Free on-site parking

Hybrid working - 60% in office and 40% home working

Cycle to Work Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through Health Assured

Life Assurance (after one year's qualifying service)

Private Healthcare Scheme (after one year's qualifying period)

Standard Life Non-contributory Pension Scheme (7% contribution after 3 months qualifying period)

Enhanced Maternity Leave Package (after 2 year's qualifying period)

3 months Sabbatical Leave - unpaid (after 5 year's qualifying period)