

**ENQUIRY TEAM ASSISTANT**

**Job details**

**Location:** Home-based, within the UK

**Reporting to:** Engagement Manager (England)

**Working pattern:** Working flexibly, 5hrs per day Mon - Fri between 08:30-17:00

**Contract**: Permanent

**Salary:** FTE £23,500

**Job purpose**

This role provides an initial point of contact for Army families seeking advice and support on issues that affect them as a result of having a soldier in their family. The role provides immediate advice and signposting, usually by email or telephone, to assist Service Personnel and Army families to access appropriate services and support, primarily to specialist policy and regional staff within AFF. The role will also involve engagement through AFF’s social media, mainly through Army families’ Facebook groups, and occasionally by supporting AFF engagement events, both online and face-to-face, which will require travel within the UK.

**Job responsibilities**

Responsibilities of the post include:

* Being a first point of contact for Army families contacting AFF by telephone, email or online, and correctly understanding and recording their enquiry.
* Responding with accurate and appropriate advice and signposting.
* Assigning their enquiry to a policy specialist or regional manager.
* Entering enquiries on AFF’s database and contacts onto the AFF CRM database.
* Engaging with local chain of command, primarily welfare teams or other service providers, to support the resolution of enquiries, as appropriate.
* Monitoring, and engaging as appropriate in Army families’ Facebook groups to identify issues and concerns – responding and recording or assigning within AFF.
* Occasional engagement support to AFF & You events.
* Any other duties appropriate to the post, as required by the needs of the organisation from time to time.

**Knowledge, skills and experience needed for the job**

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| **ESSENTIAL** |
| Understanding and current knowledge of Army life and its impact on families |
| A keen interest in the welfare and quality of life for Army families |
| Enthusiasm to achieve results |
| Good listening and interpersonal skills |
| Clarity of expression, both written and verbal |
| Ability to work on own initiative and outside of a formal office environment  |
| Knowledge of e-communications, including online forums and social networking sites  |
| Effective team player |
| A UK driving licence and access to own vehicle |
| **DESIRABLE** |
| An understanding of the impact of military and Government policies on Army families |
| Experience of providing information and/or guidance |
| Experience of working from home  |
| Experience of recording data |

**Working pattern**

* *Daily working hours will be 5 hours per day, Mon - Fri (flexibility will be required to cover gaps across AFF’s contact channels).*
* *Occasionally you may be required to work additional hours to cover Team absences.*