Role Profile – Catterick Armed Forces Outreach Officer

**INFORMATION ABOUT THE ROLE:**

**Group: Housing and Healthy Communities**

**Service: Housing**

**Location: Catterick Garrison**

**Line Manager: Lisa McFadyen**

**Salary: £26, 824 - £28, 142 pro rata**

**Closing Date: 13/08/2025**

**SCP and salary: Grade E (Pro Rata 29.6 hours)**

**WHAT WE WANT YOU TO DO…..**

|  |  |
| --- | --- |
| Operating within Catterick Garrison providing housing advice and support to members of the Armed Forces Community still serving and those in transition.  | Promote the service within Catterick Garrison, through attendance in meetings,, networking, utilising promotional material and providing drop ins at a variety of venues.  |
| Refer and link into the existing Armed Forces Regional Service for additional support and share gained knowledge with the rest of the team.  | Contact local authorities across the country to gain information and advice on their re-housing processes to assist members of the armed forces community with re-housing.  |
| Promote the Armed Forces Covenant when liaising with different local authorities.  | Update ICT systems to record key data for funders.  |
| Support the Armed Forces Coordinator in establishing the service as a new service within Catterick Garrison.  | To adhere to policies and procedures regarding the working practises and service delivery. This will include Safeguarding Vulnerable Adults and Children, Health and Safety, Data Protection/Confidentiality and the services Code of Conduct.  |
| Respond cooperatively with reasonable requests to undertake other responsibilities allocated which are appropriate to the grade of the post | Demonstrate a positive and inclusive attitude to both internal and external customers and colleagues.  |
| To use effective risk assessment tools to identify risks and undertake appropriate actions.  | To make contact with other external services and providers to ensure that the Armed Forces Community are referred to appropriate services for assistance.  |

Role Profile -

**WHAT YOU NEED TO BE SUCCESSFUL……. *THE ESSENTIALS***

|  |  |
| --- | --- |
| **THE KNOWLEDGE** | **THE QUALIFICATIONS** |
| * Understanding of current issues facing veterans
* Knowledge of Data Protection and Confidentiality
* Able to demonstrate a good understanding of Equality and Diversity and the ability to evidence how this would be displayed in the workplace.
* Knowledge of the re-settlement process for veterans
 | * 5 GCSE’s or equivalent at Grade 9-4/A-C (including Maths and English) or relevant demonstratable experience.
* Evidence of continual professional development and a willingness to undertake additional training as required.
 |
| **THE EXPERIENCE** |  |
| * Experience of using ICT including Microsoft Office packages
* Excellent organisational and time management experience
* Time spent in the Armed Forces or experience of working with the Armed Forces.
* Experience of maintaining accurate records
* Experience of working on own initiative
* Experience of effective communication methods and engaging various audiences
* Ability to empathise and support others
 |  |

**OUR COMPETENCIES... *HOW WE WANT YOU TO BE***

**CUSTOMER FOCUSSED**

Puts the customer first and provides excellent service to both internal and external customers

**COMMUNICATION AND ENGAGEMENT**

Uses appropriate methods to express information in a clear and concise way to make sure people understand.

Shares and listens to information and ensures employees views are sought out: listened to and make a difference. Facilitates and empowers employees to make things happen. Treats individuals with respect and consideration.

**TEAM PLAYER**

Works with others to achieve results and develop good working relationships

**DEVELOPING TEAMS AND INDIVIDUALS**

Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership and high-level organizational issues, and encouraging individuals to stretch beyond their current capabilities.

**MAKE THINGS HAPPEN**

Takes responsibility for personal organisation and achieving results

**FLEXIBLE**

Adapts to change and works effectively in a variety of situations

**LEARN AND DEVELOP**

Actively improves by developing and applying new skills and knowledge and learns from past experiences

**MANAGING PERFORMANCE**

Effectively manages the performance of teams and individuals to ensure results are achieved

**PERSONAL IMPACT**

Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity