

JOB PROFILE			
Role:	Welfare Programmes Assistant	Date profile last reviewed:	July 2020
Name:		Reports to:	Welfare Programmes Coordinator

1. MAIN SUMMARY OF ROLE:

To provide a comprehensive range of support and assistance to the Welfare Strategy & Programmes Department.

2. KEY RESPONSIBILITIES:

1. Provide administrative support as required to Head of Strategy & Programmes and across the department, including assistance with arranging meetings, minute-taking, sorting travel arrangements, maintaining records, and file & database management.
2. Respond to enquiries received into the Headspace programme, predominantly via email, as well as dealing with new membership requests.
3. Carry out eligibility checks for access into the Fund's wellbeing services and update databases and information systems with accurate records.
4. Provide support to the wellbeing services as and when required. Provide information, signposting and referral to a range of interventions, liaising with other staff and partner organisations as appropriate.
5. Provide support to evaluation and research work across the department, particularly in relation to sending out correspondence and inputting responses. Provide support with reporting where required.
6. Process invoices received in relation to contracts and projects, obtaining approval and passing through to Finance for payment.
7. Maintain thorough records of all projects and keep project plans up-to-date.
8. Carry out any other duties within the scope of the job as requested by Head of Strategy & Programmes or the Welfare Programmes Coordinator.

3. DEVELOPMENTAL OBJECTIVES:

9. Progressive professional development through identified training opportunities and programmes.

4. PERSON SPECIFICATION

Qualifications

Essential	Desirable
A minimum of three A-levels grades A – C, or equivalent	

Knowledge / Experience

Essential	Desirable
Previous administrative experience, with high attention to detail	Experience of working within the charity sector and/or the RAF
Experience of responding to enquiries from people in need, by telephone and email	Knowledge of mental health, bereavement and social isolation issues
Experience of supporting project work, including coordinating / managing projects	Experience of the CARE system
Excellent IT knowledge, including advanced knowledge of Excel	
Experience of working within a case management system	

Competencies

Essential	Desirable
Planning and Organising – managing time effectively, meeting deadlines and prioritising workload	Deciding and Initiating Action – taking initiative, working under own direction and taking responsibility where appropriate
Delivering results and meeting customer expectations – working in a systematic, methodical and orderly way, using own initiative and maintaining a high degree of accuracy & quality at all times	Adapting and responding to change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas
Working With People – demonstrating an interest and understanding of others, listening and proactively supporting	Analysing – analysing data and information, making rational judgements and analyses
Following Instructions and Procedures – appropriately following instructions and adhering to policies and procedures	Achieving personal work goals and objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic
Writing and Reporting – writing clearly and succinctly, in a well-structured and logical way	Applying Expertise and Technology – developing job knowledge and expertise through continual professional development, and using technology to achieve work objectives

Adhering to Principles and Values – upholding ethics/values, demonstrating integrity and promoting and defending equal opportunities.	Learning and researching – rapidly learning new tasks and managing knowledge
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Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date:

General Information:

Smoking

The RAF Benevolent Fund has a no-smoking policy.

Equal Opportunities

You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

Health and Safety

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Confidentiality

You are subject to the Data Protection Act 1998 and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

Risk Management

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund's Risk Review Co-ordinator.

Conflict of Interests

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

Place of Work

You may be required to work on the Fund's alternative sites from time to time.

Review

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.