



JOB DESCRIPTION

Post:	Head of Support Services
Department:	Headquarters, Reserve Forces' and Cadets' Association for Yorkshire and the Humber (RFCA Y&H)
Line Manager:	Deputy Chief Executive (DCE)
Grade:	D
Salary:	£25,283

General

1. Responsible for administrative support within the Headquarters of RFCA Y&H; including IT systems, human resources, data protection and facilities management.

Detailed Duties

2. Office Support.
 - a. Manage the provision of stationery to support all departments within the Headquarters
 - b. Supervise filing and data management systems for the HQ, including continuous review of active and closed files.
 - c. Coordinate and maintain Association Standing Instructions.
 - d. Book venues for all Association meetings and functions and coordinate support for them; including IT, administration, security and refreshments.
 - e. Custodian of the Associations' Constitution, Scheme of Association and all other essential RFCA policy documents.
 - f. Coordinate membership attendance at functions, including Association Meetings and Trooping the Colour.
 - g. Act as Secretary of the Association Tender Board and ensure that the Board complies with Council of RFCAs (CRFCA) and RFCA Y&H standing instructions for financial governance.
3. Telephones. Manage the provision of landline telephones for all departments and mobile phones allocated and owned by the Association.
4. Line Management. Line manage a clerk and a cleaner and provide cover during periods of absence.
5. Budgets. Manage the RFCA Y&H office, general administration budgets and Information Technology (IT) budgets; as delegated by the DCE.

6. Security. Act as Unit Security Officer and Freedom of Information Officer for RFCA Y&H, issuing security instructions as required. This includes physical, personal and IT security and data protection.
7. Facilities Management. With the assistance of the Storeman, act as Facilities Manager for 20 St George's Place. Ensure that the property, inside and out, is properly maintained and report all faults to Head of Estates. Implement the Association's H&S policy and monitor energy consumption and waste disposal within the HQ.
8. Data Protection. Act as Data Protection Assistant (DPA) as advised and directed by CRFCA.
9. IT.
 - a. Manage the delegated IT Budget to administer all HQ RFCA Y&H computer systems and office equipment; including supply and maintenance contracts. The Office Manager is the focus for fault reporting and systems training.
 - b. Support and advise ACF CEOs on IT matters.
 - c. Responsible for the security of IT systems. Maintain a register of IT equipment and supervise the enforcement of all IT related security regulations. Maintain the Systems Security Policy (SSP).
 - d. Act as the regional system administrator (RSA) for PH2 and SYMPHONY IT systems, as advised and directed by CRFCA.
 - e. Management of User Account Control (UAC).
10. Human Resources.
 - a. Manage the Human Resource procedures: PDRs, records of leave, TOIL, sickness absence and training.
 - b. Manage the staff recruitment process: job descriptions, coordinating advertisements, interview boards, contracts and personal security procedures.
 - c. Induction of new staff.
 - d. Electronic and hard copy filing as necessary.
11. Vehicles.

Manage, procure, insure and dispose of ACF, pool and allocated vehicles as required.
12. Other Duties. Any other duties (appropriate for the grade) as directed by the line manager in accordance with departmental priorities and staff availability, or as required due to changes in technology.

Health and Safety

13. Be aware of and comply with the Association Health and Safety Policy Statement, which is posted on all staff notice boards throughout the Association's sites.