



# RFCA

for Yorkshire and The Humber  
Reserve Forces' & Cadets' Association



## RFCA FOR YORKSHIRE AND THE HUMBER RECRUITMENT PACK HEAD OF SUPPORT SERVICES



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# OUR STORY

## SO FAR

At Reserve Forces' and Cadets' Association for Yorkshire and The Humber (RFCA YH) we champion Yorkshire and The Humber's Reserve Forces' and Cadets' through community and corporate engagement, estate management and recruitment support to local Reserve Units and Cadet Detachments.

Reservists are an integral part of the Armed Forces, working side-by-side with their regular colleagues at home and overseas.

## OUR HISTORY

We have been the voice for Yorkshire and The Humber's Navy, Army and Air Force Reservists and Cadets since 1908.

## OUR TEAM

As a small and committed team, we strive to promote the value and diverse skill set of the Armed Forces family to the local community and employers from all sectors.

## OUR WORK

We provide informed support to Yorkshire and The Humber's Armed Forces Community and use our locally driven relationships to deliver defence strategy at a regional level. Perhaps most crucially, we manage the Volunteer Estate, ensuring our Reservists and Cadets have the proper facilities to train in and thrive.

# WHAT WE DO

## VISION STATEMENT

To ensure Reserves and Cadets in Yorkshire and The Humber thrive and endure, enjoying strong and mutually supportive relationships with the communities of the region, and strengthen the relationships between the Armed Forces and civil society.

## THE THREE PILLARS

### ENGAGEMENT



We work to establish and maintain strong relationships with employers and community stakeholders to develop mutually beneficial working relationship with the Ministry of Defence.

Our Engagement Team is here to advise and guide companies to adopt a forces friendly policy beginning with signing the Armed Forces Covenant, through their journey on the Employer Recognition Scheme to becoming advocates for Defence.

### CADETS AND YOUTH



There are over 8,500 cadets across Yorkshire and the Humber; at RFCA YH we provide the financial, administrative and logistical support that enables them to take on challenges and adventures that would otherwise be unavailable to them.

Importantly, we provide the recruitment support for the adult volunteers without which the cadet organisations would cease to exist.

### ESTATES



Our Estates Team manage 30 Reserve Centres across the region (including Maritime Reserve and Royal Auxiliary Air Force) along with 140 Cadet Training Centres.

We have successfully designed and project managed multi-million pound builds and provide all essential maintenance, repairs, leasing and safety compliance to the entire Reserve Estate.

# HOW WE DO IT

## EMPLOYER AND COMMUNITY ENGAGEMENT

RFCAYH builds and nurtures enduring relationships with opinion formers, stakeholders, employers and local authorities, improving understanding of the reserve forces' and cadets' contribution to the nation and our area.

The team works with local authorities and statutory service providers to deliver the Armed Forces Covenant (AFC) across the region. All County Councils and unitary authorities in the region have signed the Covenant and implement their AFC in a way fitting with the values and ethos of their county. RFCAYH acts a key point of contact and a source of information on the Armed Forces Covenant, Reserves and Cadet matters.

## CADET INITIATIVES AND ADULT INSTRUCTORS

The hard work of Yorkshire and The Humber's 8,500+ cadets can be seen in the increasing number of events that they are involved in throughout the Region. These include Remembrance Day Ceremonies at various locations across the region.

In addition to administering annual camps, we have established combined events, giving cadets the opportunity to test their skills. Events such as the much sought after Lord-Lieutenant Cadet Certificate presentation is organised every year by the RFCA YH Youth and Cadets Team. Additionally we provide cadets the opportunity to be involved in events such as the annual photography competition, winter skills courses and kayaking in Norway.

In schools, our commitment to the Cadet Expansion programme is led by our dedicated School Cadet Expansion Officer. His role is to guide schools and offer advice throughout the process of establishing a Combined Cadet Force unit.



## MANAGING THE ESTATE

The RFCA manages the estate for all Reservists and Cadets in the region, which includes 630 buildings, covering 6,500 acres of land and ranges from small cadet huts to multi-unit bases. Additionally, the RFCA manages multi-million pound works and estates budgets on behalf of the MoD, including adapting injured service personnel's' homes.

In addition to our core funding, we are required to source additional funding streams to meet these demands.

## ALTERNATIVE VENUES (AV)

Alternative Venues manages the venue hire within RFCA YH. It is a non-profit organisation which generates additional funding by hiring out facilities within the RFCA YH Estate.

With over 30 Army Reserve Centres, 87 Army Cadet Force and 62 Air Training Corps sites spread across Yorkshire and The Humber available for commercial venue hire, the money generated by AV is put directly back in to the Estate.

## 2 JOB DESCRIPTION

### **JOB DESCRIPTION**

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

### **General**

1. Responsible for administrative support within the Headquarters of RFCA YH; 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.

### 3 PERSON SPECIFICATION

CRITERIA	STANDARD	E/D	MEASURED BY
<b>Work Experience</b>	Administration	E	Application
	Management of staff	E	Application/Interview
	Managing workload and prioritising commitments	E	Application/Interview
	IT network administration, systems security and hardware management	D	Application/Interview
<b>Knowledge</b>	IT systems and hardware	E	Application/Interview
	Understanding of Health and Safety legislation as it applies to property and people.	D	Application/Interview
	Microsoft applications and networking	D	Application/Interview
	General Data Protection Regulations	D	Application
<b>Skills</b>	Ability to use Microsoft Word, Outlook, PowerPoint and Excel	E	Application/Interview
	Ability to communicate clearly in writing and orally.	E	Application/Interview
	Ability to write clearly and logically	D	Application/Interview
	Ability to produce accurate work to tight deadlines under pressure	D	Application/Interview
<b>Qualifications</b>	ECDL or equivalent	D	Application
<b>Attitude</b>	Positive individual, with an innovative approach to work	E	Interview
	Empathetic individual having the flexibility to deal with a wide variety of circumstances	E	Interview

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## 4 APPLICATION PROCESS

Should you wish to discuss the vacancy please contact Karen Springham by emailing [yh-offman@rfca.mod.uk](mailto:yh-offman@rfca.mod.uk) where your enquiry can be responded to or redirected.

The closing date for applications is **Sunday 30 June 2019**.

Candidates should send a covering letter of no more than two sides of A4 along with their CV to [yh-offman@rfca.mod.uk](mailto:yh-offman@rfca.mod.uk). Please focus on the reasons for your application, referencing the headings in the Person Specification. Indicate, by providing evidence, how your knowledge, skills, experience and personal attributes either at work, or elsewhere, qualify you to undertake the duties and responsibilities set out in the main activities and key tasks of the Job Description.

Successful applicants will be notified of an invitation to interview by **Friday 5 July 2019**. Interviews will be held on **Thursday 25 July 2019** with a proposed start date of mid-August.

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*Supporting the Reserve Forces and Cadets in Yorkshire and The Humber*

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**President:** A J Coombe Esq., HM Lord-Lieutenant of South Yorkshire

**Chairman:** Air Commodore I R W Stewart CBE DL

**Chief Executive:** Colonel Retd Jason Wright