RFCA
For Yorkshire and the Humber
Reserve Forces and Cadets Association

JOB DESCRIPTION – Estate Administrative Officer (Data Control)

Background

1. The Reserve Forces' and Cadets' Associations (RFCAs) are central government bodies with Crown status, each with their own schemes of association, drawn up in accordance with Defence Council regulations, under the Reserve Forces Act 1996 (RFA 96). The RFCAs are arm's-length bodies (ALB) of the Ministry of Defence (MOD). The Council of RFCAs (CRFCA) constituted by the 13 individual RFCAs provides central coordination and the corporate focus to enable the Associations to fulfil the requirements of their customers, within resources. The CRFCA gives advice and assistance to the Defence Council and to the Royal Navy, the Army and the Royal Air Force on matters that concern Reserve Forces and cadets.

Job Description

2. **Appointment details**

a. **Job title**: Estate Administrative Officer (Data Control)

b. **Job grade**: AO

c. **Reports to**: Estate Manager

d. **Location**: 20 St George's Place, York, YO241DS

General Description of the Role

3. The Estate Administrative Officer is responsible for ensuring an efficient and effective administrative support service is provided to RFCA Y&H Estate Team and that all activity conforms with all agreed RFCA/CRFCA processes and operating procedures.

Key skills include strong organisational skills, accuracy, excellent communication, teamwork and interpersonal skills, customer service, problem solving and understanding of MS Office applications.

- **Principal Areas of Accountability, Tasks and Duties**

Leadership

- Demonstrate a personal commitment to the aims and objectives of the RFCA
- Demonstrate a clear understanding of own area of responsibility
- Support line management in delivering RFCA goals
- Understand and support the RFCA Estate Team activity

Administrative Support

- Provide an effective administrative support service to the RFCA Estate Team
- Collation, validation and electronic filing of data and reports provided by the industry partner to support assurance activities and access for the end user
- Execute RFCA Information Management Policy on behalf of the RFCA Estate Team
- Carry out general administrative duties as required e.g. photocopying, filing and post.
- Focal point for the Estate Team data input, controls and accessibility

Meeting Management

- Arrange meetings as required, ensuring availability of attendees, booking meeting rooms, confirm arrangements and, if required, manage arrangements on the day
- Collation of papers for meetings or other requirements as requested and including note-taking and distributing records of decisions

Stakeholder Engagement/Communications

- Ensure stakeholders and customers experience an effective administrative service
- Maintain all RFCA Estate Team stakeholder contact information in accordance with RFCA Information Management policy
- Support the Head of Estate in ensuring customers remain fully informed on all aspects of service delivery working with the Senior Estate Manager
- Support the Head of Estate in addressing complaints which the industry partner has been unable to resolve
- Maintain awareness of CRFCA/RFCA corporate messaging

Staff management responsibilities. None

Budgetary responsibilities. None

- **Success Profile**

Technical skills and qualifications.

- DIO Service Delivery Infrastructure Management System (IMS) – modules applicable to role (training provided).
- FDIS Training hard FM contract (training provided)
- AIM common data environment (training provided)

- **Experience**

Essential

- Confident, with the ability to work on own initiative
- Competent in the use of MS Office applications
- Previous experience handling, collecting and controlling data

Desirable.

- Good interpersonal skills with the ability to demonstrate experience in a customer service environment
- The ability to adapt to changing priorities and tight deadlines
- Experience of working within an office or FM environment

Behaviours (Success Profiles - Civil Service Behaviours)

- Managing a Quality Service
- Communicating & Influencing
- Delivering at Pace
- Working Together

Government Property Career Framework Requirements (Workforce & FM – Facilities Management Practitioner):
*[**A** = Awareness; **W** = Working; **P** = Practitioner; **E** = Expert]*

- Property Professional Expertise **(A)**
- Customer and Client Service **(P)**
- Stakeholder Engagement **(W)**
- Strategy and Business Planning **(A)**
- Analytical Decision Making **(A)**
- Technology and Innovation **(A)**
- Sustainable Practice **(W)**
- Commercial Acumen **(A)**
- Property Programme and Project Management **(A)**
- Health and Safety, Compliance and Inclusion **(W)**

Post Mandatory Training

- In accordance with People Learning Plan

Additional Requirements

- In addition to regular visits to sites within the RFCA area, this role may require occasional travel throughout the UK to other sites.
- The job holder will be required to be vetted to Baseline Personnel Security Standards
- This job description should be discussed with your line manager at the time of receiving your annual Personal Development Report. **Occasionally, in light of changes in business need your job description may need to change. You may be requested to undertake additional or other duties as directed by Line Management.**

Signed Employee	**Signed Line Manager**
Name:	Name:
Position:	Position:
Date:	Date: