Reserve Forces’ and Cadets’ Association

for Northern Ireland (RFCA NI)



**OFFICE MANAGER**

**RECRUITMENT PACK**

1. **ABOUT US**

At RFCA NI we champion Northern Ireland’s Reserves Forces and Cadets through community and corporate engagement, estate management and support to local Reserve Units and Cadet Detachments.

**Our Background**

Established in 1908 (as Territorial Associations) the Reserve Forces’ and Cadets’ Associations (RFCAs) were originally designed to provide local support to the Territorial Force in every county. Over 100 years later the name has changed, the number of associations has reduced and the RFCA dependency has grown to encompass reserves and cadets of all 3 services.

RFCA business is publicly funded, delivered regionally and provides support to the single services of the MOD (Royal Navy, Army and Royal Air Force).

The RFCA is comprised of 13 individual associations which cover the United Kingdom, and are central government bodies with Crown status. The RFCAs are established by an Act of Parliament, each with its own scheme of association, drawn up by the Defence Council under the Reserve Forces Act 1996 (RFA 96), therefore the RFCAs are ‘arm’s length bodies’ of the MOD.

Each association comprises a body of volunteer members drawn from across society with a professional (salaried) staff that is responsible for the wellbeing of the region’s reserve forces and cadets and promoting their interests, whilst building relationships with the local community and employers.

**Our Responsibilities**

We are responsible for:

* Providing regional advice on behalf of the UK’s volunteer reserve forces and cadets.
* Working with the Royal Navy, Army and Royal Air Force to deliver support to the reserves and cadets against Service Level Agreements.
* Establishing and maintaining links within the Northern Ireland community.
* Delivering employer engagement on behalf of Defence.
* Managing the volunteer estate through the maintenance and support of reserve training centres, cadet centres and training areas.

**Our Team**

Our dedicated team of salaried staff and voluntary members strive to promote the value and diverse skill set of the Armed Forces family within the Northern Ireland community and employers from all sectors.

**Our Work**

**VOLUNTEER ESTATE AND INFRASTRUCTURE**

We maintain the estate to the required legal standard, ensuring that all sites are kept in good condition, fit for purpose and secure. Through our estate expertise and local knowledge we aim to provide an attractive environment in which to recruit, train and ‘refresh the spirit” of our volunteers.

**ENGAGEMENT**

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

Stakeholders are invited to discover the benefits of partnering with Defence through unit engagement activities and domestic military initiatives. These events allow employers to see first-hand the transferable skill set Reservists bring to the workplace.

We support the Reservists and their employers during periods of operational deployment, through the Defence Relationship Management (DRM) organization which provides the interface between the military and those employers who have reserves on their staff.

**CADETS AND YOUTH**

We provide financial, administrative and logistical support to the 2,500+ cadets across Northern Ireland, enabling them to experience 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.

In schools our commitment to the Cadet Expansion Programme is led by our dedicated School Cadet Engagement Officer (SCEO) who guides schools and offers advice throughout the process of establishing a unit.

1. **JOB DESCRIPTION

Office Manager**

**Grade:** EO

**Department**: Business Support

**Reporting To:** Business Coordinator (BC)

**Location:** 25 Windsor Park, Belfast, BT9 6FR

**General Description of Role**

The RFCA Northern Ireland Office Manager plays a pivotal role in the smooth-running of the Association, as well as providing vital HR administrative support and acting as the systems administrator. The role will also include liaising with our key stakeholders, ensuring that they receive a welcoming and positive experience.

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

**RFCA NI Business Delivery**

1. Administer, under the direction of the Business Coordinator, the Association’s accounts and budgets relating to Office/General administration; Staff and Members’ travel & subsistence; IT services, contracts & equipment; and line & telephone rental. This includes management of the travel/administration credit card.
2. Ensure the smooth-running of the Association Headquarters by:
	1. Ensuring that guests to the Association are made to feel welcome and are well-hosted by a member of staff.
	2. Ensuring the meeting rooms are kept clean and fully functioning; and managing the booking process.
	3. Ensuring that all incoming and outgoing mail is processed promptly.
	4. Arranging and co-ordinating staff and management meetings.
	5. Managing travel and accommodation bookings for RFCA NI staff.
	6. Managing the stationery account.
	7. Managing the photocopier, broadband and water cooler contracts.
	8. Managing the tea bar funds.

**HR Administration**

1. Under the direction of the Business Coordinator:
	1. Ensure that all staff have completed their mandatory training and that all learning is recorded on Cascade.
	2. Ensure that staff expenses claims are processed in a timely manner, to allow payment in the first week of every calendar month.
	3. Ensure that all staff security clearances and passes are kept in date: process applications for new starters and renewals as required.
	4. Assist with recruitment processes, including the management of enquiries and applications; arrangements for interviews and induction programmes; and processing of new starter paperwork.
	5. Assist with HR administration on the Cascade system, including uploading of information and running reports.

**Regional Systems Administrator (RSA)**

1. In accordance with the RSA Terms of Reference issued by the Council of RFCAs, act as IT liaison officer between the Systems Director at the Council of RFCAs (CRFCA) and the RFCA NI staff, ensuring that all CRFCA instructions are fully implemented.
2. Manage the IT-related spending for RFCA NI, under the direction of the Business Coordinator.
3. Manage the Northern Ireland Share Point (NISP), ensuring that all files are regularly weeded, in co-ordination with heads of department.
4. Attend RSA meetings at CRFCA.

**Other Duties**

1. Contribute to front of house duties where required, including receiving visitors, taking telephone calls and providing logistic support for meetings.
2. Provide support to the Chief Executive and Business Coordinator as required.
3. Deputise for the Business Coordinator in their absence.

*This Job Description will be reviewed annually and may be amended from time to time, however the job holder will be consulted if such a situation occurs.*

*The post holder must have, or agree to applying for, Security Clearance (SC). Failure to gain the clearance will result in cessation of employment.*

**Competences Required for the Post**

Essential and desirable competences for the role of the Office Manager are as follows:

| **Serial** | **Competence**  | **Essential** | **Desirable** | **Evaluation[[1]](#footnote-1)** |
| --- | --- | --- | --- | --- |
|  | Strong IT skills, particularly Excel and use of bespoke software.  | √ |  | CV/I |
|  | Excellent communication, interpersonal and presentational skills. | √ |  | CV/I |
|  | Ability to work at pace and manage multiple workloads and shifting priorities. | √ |  | CV/I |
|  | Self-motivated and able to work on own initiative within a team environment. | √ |  | CV/I |
|  | Experience at managing an office/retail outlet. |  | √ | CV/I/E |
|  | Valid driving licence |  | √ | CV/I/E |

**Skills & Behaviours (EO grade)** ([*Success Profiles - Civil Service Behaviours*](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/717275/CS_Behaviours_2018.pdf)*)*

* **Managing a Quality Service -** Work with customers to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the customer and the business. Clearly explain to customers what can be done. Keep colleagues and stakeholders fully informed of plans, possibilities and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good customer service which balances quality and cost effectiveness.
* **Delivering at Pace -** Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.
* **Seeing the Big Picture -** Understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.
* **Changing and Improving -** Regularly review own and team’s work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.
* **Making Effective Decisions -** Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way, both verbally and in writing. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users and any accessibility requirements.
* **Leadership -** Show pride and passion for your work and positive, inclusive engagement with your team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with inappropriate language and behaviours when they arise, including any instances of discrimination or misconduct. Give praise and credit to colleagues and stakeholders where appropriate.
* **Communicating and Influencing -** Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.
* **Working Together -** Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.
* **Developing Self and Others -** Identify gaps in own and team’s skills and knowledge. Set and consistently meet development objectives. Seek learning opportunities. Support the development plans of all colleagues, recognising how diversity of experience/background can help to build an inclusive team culture. Consider the contributions of all team members and delegate work to aid the learning and development of all. Encourage and listen to developmental feedback from colleagues.

**Benefits Package**

* Salary of £29,580 plus Northern Ireland allowance of £750 pa
* Pension Scheme 5% Employee and 13% Employer
* Annual Leave 25 Days (rising by up to 5 days for reckonable service) plus bank holidays
* Hybrid working is negotiable, with up to 2 days working from home
* Bonus Scheme
* Support for further training and CPD

**Application Process**

Applications should be received no later than **5pm on Friday 16th May 2025** and should be sent by email to ni-info@rfca.org.uk marked “Office Manager Application”. The shortlist of applicants called for interview will be notified shortly after this date.

Applications should comprise:

* A completed application form (available at [https://cloud.rfca.org.uk/s/3MYARR5mJyEjgWw](https://cloud.rfca.org.uk/s/3MYARR5mJyEjgWw%20)) or on request from: ni-info@rfca.org.uk).
* A cover letter explaining the applicant’s motivation for applying for the role and outlining their suitability and eligibility.

**Interviews are expected to take place during the week commencing 26th May.**

*The Reserve Forces and Cadets Association for Northern Ireland is committed to being an Equal Opportunities Employer and welcomes applications from eligible candidates no matter what their gender, marital status, age, race, ethnic origin or religious belief.*

1. CV – Curriculum Vitae I – Interview E - Evidence [↑](#footnote-ref-1)