

RNRMC Job Description

Job title		Responsible to
Business & Operations Assistant (BOA)		Facilities & Operations Coordinator (FOC)
Department	Post Number	Date Reviewed
Operations	1070	09/04/2024

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
Integrity	We will act with honesty and transparency in all our activities.
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

The Business & Operations Assistant (BOA) will support the Facilities & Operations Coordinator (FOC) and the Business Support Officers (BSOs) in the delivery of their roles to ensure the smooth functioning of the Operations department. The role will be busy and varied, providing a range of general support services, encompassing a number of different tasks across facilities, IT & communications, office administration support including occasional reception cover, and visitor interaction.

You will be an effective team player with good administration skills, ideally MS365, and a positive can-do approach with previous office or operations experience. You will be personable and approachable with good interpersonal skills, comfortable with communicating with colleagues at all levels. You will be proactive and responsive with an organised approach, demonstrating the ability to plan and prioritise your own workload. You will be calm under pressure and demonstrate a logical approach to problem solving.

The role is mainly office based. RNRMC has a hybrid working policy which offers home-working opportunities.

Responsibilities and Duties

Facilities, Building & General

Support the FOC by:

- Taking responsibility for routine, day-to-day liaison with utility suppliers, taking and recording regular meter readings, resolving day to day issues and escalating issues to the FOC as needed.
- Taking responsibility for raising building maintenance defect work requests with the Maintenance Contractor, monitoring and chasing responses and escalating as required to the FOC.
- Escorting and monitoring contractors whilst on site.
- Acting as the Deputy Building Manager and undertaking the associated duties and responsibilities, attending regular WI Building Managers Working Group and supporting the FOC in the implementation of actions and requirements.
- Ordering stocks of office and welfare supplies and ensuring levels required for day-to day business requirements are maintained.
- Conducting compliance checks and updating and maintaining records.
- Supporting operational and logistical tasks for projects, events etc.
- Undertaking Key Holder responsibilities, on in office days, be responsible for the building opening/closing procedures and completing the daily building duties.

Health & Safety

Support the FOC by:

- Completing scheduled compliance checks and administration of records.
- Administering, maintaining, and updating the Health and Safety and Fire logs of the RNRMC Buildings.
- Resetting the Fire Panel control in the event of a false alarm.
- Conducting evacuations for Fire Drills and for “live” events.

Asset Management

Support the FOC by:

- Administering, maintaining, and updating the record of charity assets and ensuring they are in good working condition.
- Logging new assets including IT and software assets, maintaining records of current assets, arranging disposal of assets and auditing existing equipment.
- Labelling assets, equipment checks, organising and arranging equipment in stores.

IT & Communications

Support the FOC by:

- Acting as the primary point of contact for day-to-day staff IT queries, acting as the conduit with the IT MSP (Curatrix), escalating to the FOC as appropriate.
- Attending monthly IT operational meetings when required.
- Supporting with the IT induction process for new staff, ordering IT accounts and equipment, liaising with line managers and the FOC regarding authorisations and requirements.
- Ensuring any audio visual/teleconferencing facilities are in place to facilitate meetings.
- Uploading MOD Communications and Ops comms content to Sharepoint or other appropriate channels.
- On in Office days, taking responsibility for the daily post collection and distribution.

Security

Support the FOC by:

- Arranging and ordering security & car passes for new staff, checking all documentation is fully completed prior to submission and liaising with the HR Officer and HMS Excellent security team as required to facilitate timely completion.
- Arranging and ordering renewal of security & car passes for existing staff, liaising with HMS Excellent security team as required to facilitate timely completion.
- Administering visitor access requests, ordering temporary passes for visitors, collecting and escorting visitors as required.
- Deputising for the FOC at the Security Stakeholders Meeting.

Lease Vehicles

Support the FOC by:

- Being responsible for the day-to-day management and administration of the charity pool lease vehicles and documentation.
- Booking scheduled and reactive maintenance and managing the logistics around this.
- Taking responsibility for administration of maintenance records.

Support to the BSOs

- Be the third point of contact for any incoming enquires to the main RNRMC General Enquiries telephone line and general “TheTeam” inbox. Some enquiries can be difficult and often need a tactful approach ensuring the Charity is professionally represented to the general public and all its stakeholders and calls are efficiently routed to the correct department.
- Report and record all safeguarding concerns in line with RNRMC Safeguarding policy and national guidelines.
- Cover Reception as required, acting as the first point of contact for visitors, including ensuring all CEO and COO visitors are looked after and relationships are maintained.
- Undertake general administrative tasks, including filing, typing, printing, mailing, scanning, etc. as required.
- Take responsibility for managing both kitchen supplies and the Milk Float and ensuring enough tea, coffee and milk etc. is available daily in the kitchen for staff and visitors, purchasing supplies as needed.

Other

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to ‘sell’ and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an ‘in it together’ team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification			
	How Evaluated	Essential	Desirable
Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications			
Minimum of 5 GCSEs including Maths and English	APP	√	
Experience			
Min 1 year's previous experience in a comparable role	APP	√	
Interest in IT or willingness to learn	APP	√	
Knowledge			
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel	APP/SA	√	
Knowledge of the charity of military sector	APP		√
Skills and Aptitudes			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	√	√
Demonstrates a strong service ethic with a willingness and desire to support others	APP/AR	√	
Be able to listen, assess and support people in stressful or upsetting situations	AR/IV		
Motivated and target driven self-starter able to manage a diverse workload and use initiative and problem-solving skills to make decisions within own area of responsibility	AR/IV	√	
Demonstrates effective organisational and administration skills	IV/SA	√	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV/SA	√	
Ability to work collaboratively with others and effectively as a team	AR/IV	√	
Demonstrates patience and the ability to remain calm even in a challenging situation	IV	√	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner both orally and in writing	APP/AR/IV	√	
Ability to gain trust, confidence and build rapport quickly	AR / IV	√	
Possesses tact and discretion	IV	√	
Is flexible and adaptable to the demands of the role	AR/IV	√	
Works in a methodical and systematic manner	IV/SA	√	
Demonstrates good levels of accuracy and attention to detail	SA	√	
Demonstrates the ability to work with high levels of confidentiality	AR/IV	√	
Full, clean driving licence	APP	√	
Possess the right to work in the UK	APP	√	

Outline of Main Terms, Conditions & Benefits

Job Title	Business & Operations Assistant (BOA)
Post Number	1070
Employee Name	Vacancy
Issue Date	10/04/2024
Start Date	TBC
Location	Building 37, HMS EXCELLENT, Whale Island, Portsmouth, PO2 8ER

Contract Details

Appointment Type Permanent - Full Time

Probationary Period

For new starters 6 months. Reviews will be held at 1 month, 2 months and 4 months, with a final review held at 6 months.

End of Probation On / around 6 months from start date

Notice

Both employer and employee may terminate the appointment by giving the other not less than one month's notice in writing.

Remuneration

Annual Salary £22,944 to £24,500

Hourly Rate £12.6066 to £13.4615

Pay Method

Salary will be paid in 12 equal monthly instalments by BACS transfer into the nominated bank or building society account on or around the 21st of the month.

Hours of Work

09:00am to 5:00pm, Monday to Friday, which is equivalent to 35 hours per week excluding an unpaid break of 1 hour per day.

Hybrid working is offered 60/40, with designated in-office team days.

This may be subject to change according to operational needs.

Weekly Work Pattern

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun	Total
Start Time	09:00	09:00	09:00	09:00	09:00			
AM Break								
Lunch	1 hour							
PM Break								
Finish	17:00	17:00	17:00	17:00	17:00			
Total hrs	7	7	7	7	7			35

FTE 1.00

A certain degree of flexibility of hours is required for cover and to meet the operational requirements of the charity. Due to the nature of your position with the RNRMC you may be asked to work any additional hours that are reasonably required to fulfil the responsibilities of your job.

Overtime

A certain degree of flexibility of hours is required for cover and to meet the operational requirements of the department. Due to the nature of your position with the RNRMC you may be asked to work any additional hours that are reasonably required to fulfil the responsibilities of your job without additional remuneration.

Holiday Entitlement per Annum

The RNRMC holiday year runs from 1 January to 31 December. The annual holiday entitlement is 6 working weeks in every full holiday year (which equates to 30 days if you work a 5-day week). Holidays for part-time employees are calculated on a pro-rata basis.

In addition to the above, you are entitled to the recognised bank and public holidays in every full holiday year. Bank and public holidays for part-time employees are calculated on a pro-rata basis

The RNRMC traditionally closes the offices between Christmas and New Year and up to 4 days of your annual entitlement will be reserved / automatically assigned by RNRMC each year to cover this period of closure.

Other**Driving Licence**

A driving licence is required of the role to support business activities such as collecting catering & other supplies. A pool car is available.

Absence

If you are absent from work, in addition to Statutory Sick Pay (SSP), which is included in any sickness payments made to you by the Charity, the RNRMC operates a discretionary Charity Sick Pay Scheme, which differentiates between short and long-term absence.

Pension Scheme

In accordance with the Pensions Regulations 2013, eligible job holders will be automatically enrolled into the Occupational Pension Scheme with Standard Life

Medical

The post holder will be required to complete a medical declaration at the start of employment and, should the RNRMC require it, undergo a medical examination during their probation period by an Occupational Health Practitioner at the RNRMC's expense

Other Employment

The individual is not permitted to undertake any work outside of the RNRMC without prior consent from the RNRMC; all requests should be submitted to HR in the first instance who will seek the relevant approvals from the CEO.

Security Vetting

Due to the RNRMC being located on Ministry of Defence property you will be required to undertake Ministry of Defence Security Vetting. Your employment with the RNRMC, and continued employment, is strictly conditional upon the receipt of a satisfactory security clearance which is reviewed every 5 years.

Discretionary Non-contractual Benefits

30 days holiday per annum plus Bank Holidays

Free on-site parking

Hybrid working - 80% in office and 20% home working

BHN Discount Scheme & Cycle to Work Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through Health Assured

Standard Life Non-contributory Pension Scheme (7% contribution after 3 months qualifying period)

BY YOUR SIDE

SUPPORTING SAILORS, MARINES AND THEIR FAMILIES FOR LIFE



Life Assurance (after one year's qualifying service)
Private Healthcare Scheme (after one year's qualifying period)
Enhanced Maternity Leave Package (after 2 year's qualifying period)
3 months Sabbatical Leave - unpaid (after 5 year's qualifying period)