

RNRMC Job Description

Job title		Responsible to
Business Support Officer		Head of Business Support and EA to the CEO
Location	Contract	Date Reviewed
Portsmouth, UK	Permanent – Full Time	23/10/2023

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 Support Officer (BSO) will provide high quality administrative and general business support to the Head of Business Support and EA to CEO (HOBS) in all relevant activities and duties and will also provide administrative support to the Senior Leadership Team as directed. The post holder is required to have proven administration experience in a busy office environment and be able to undertake general administration tasks as required and appropriate to the role.

As one of the initial points of contact for the organisation, you will be a confident self-starter who is able to maintain a polite and professional manner, understanding the importance of confidentiality and diplomacy within the role. You will possess excellent administration, organisational and interpersonal skills, and the ability to prioritise tasks within a busy and varied workload whilst maintaining accuracy and attention to detail. With a willingness to embrace a wide-ranging remit of tasks, the BSO will need to be able to prioritise and manage your work effectively and also be reactive to task, using your excellent MS365 abilities.

You will be required to cover aspects of work for the Head of Business Support and EA to CEO for leave and absence periods or as required and will therefore need to ‘step in’ at a higher level when required.

The role is mainly office based. RNRMC has a hybrid working policy which offer 40% home-working opportunities.

Responsibilities and Duties

Key Responsibilities

Business Administration

- Timely and accurate preparation, administration, and logistical organisation of committee meetings such as Fundraising and Marketing Committee (FMC) and HELP Jim's Fund; sending meeting invitations; coordinating responses; preparation and circulation of agendas/papers and minute-taking and distribution; filing.
- Proactive and timely preparation of materials and presentations required for meetings.
- Act as minute taker for meetings in administrative support function to key projects, such as Band Tour, Staff Reference Group.
- Manage communications on a wide range of queries and correspondence with internal and external stakeholders and beneficiaries, responding on own initiative and with guidance, either verbally or in writing.
- Provide administrative assistance to departments for key and other projects, such as Band Tour Meetings or Hub Openings.
- Assistance with charity governance administration as required.
- Deputise and cover for the Heads of Business (HOBs), acting as main point of contact for Chief Executive Officer (CEO) and other administrative requirements.
- Assist with Board and Sub-Committee organisation and logistical requirements.
- Support administration for the Chief Operating Officer (COO) and The Submarine Fund.

Reception & General Administration

- Be the first point of contact at Reception for visitors, including ensuring all CEO and COO visitors are looked after and relationships are maintained.
- Be the first 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.
- Be the first point of contact for visitor access requests to the Portsmouth Office.
- Maintain contact/network lists for CEO and ensure the Charity database is kept up to date.
- Provide assistance with Travel & Expense management for CEO, and Trustees.
- Be responsible for the Input of HOBs expenses and expenditure into the CONCUR Financial system and relevant budget sheets.
- Be responsible for setting up and hosting the weekly RNRMC team meetings and distributing the recorded meetings to relevant staff.
- Assist in the organisation of termly team meetings with all RNRMC staff, including circulating agendas, contacting and arranging access with external guests; arranging food, drinks, and room set up as required.
- Assist with maintenance and of electronic filing systems and document retrieval.
- Provide administration for project support as required.
- Undertake general administrative tasks, including filing, typing, printing, mailing, scanning, etc. as required.

Relationships

- Maintain positive relationships with all staff, and SLT in particular, to enable good communication and assure a smooth administrative service.
- Act as the secondary point of contact between the COO and parties outside the RNRMC.
- Assist with the planning, coordination and delivery of dinners and events, working with the HOBS and Events Team.

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		
	Essential	Desirable
Education & Professional Qualifications		
Minimum of 5 GCSEs including Maths and English	✓	
Level 3 Business Administration NVQ		✓
Certified Mental Health First Aider		✓
Experience		
Experienced administrator with an ability to demonstrate accuracy, attention to detail, efficiency and effective administration skills	✓	
Proven competence in electronic information management including use of case recording systems	✓	
Experience of working with, and supporting, senior management	✓	
Experience of preparing and researching documents, briefing papers, and report		✓
Experience of minute taking for meetings, up to board / committee / senior level	✓	
Knowledge		
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel, SharePoint	✓	
Safeguarding knowledge and understanding of children and vulnerable adults or willingness to undertake training		✓
Awareness of statutory and specialist support services available to service leavers, veterans and their families	✓	
Knowledge of the charity of military sector		✓
Skills and Aptitudes		
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	✓	
Enjoys working with people and has a positive approach	✓	
High levels of emotional intelligence and an ability to empathise with the needs of people seeking support	✓	
Ability to gain trust, confidence and build rapport quickly	✓	
Demonstrates effective organisational and administration skills	✓	
Ability to plan multiple priorities under pressure and to tight deadlines	✓	
Ability to work collaboratively with others and effectively as a team	✓	
Demonstrates patience and the ability to remain calm even in a challenging situation	✓	
Communicates effectively both orally and in writing	✓	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner	✓	
Possesses tact and discretion	✓	
Demonstrates the ability to work with high levels of confidentiality	✓	
Is flexible and adaptable to the demands of the role	✓	
Works in a methodical and systematic manner	✓	
Ability to work on own initiative and with minimum supervision	✓	
Demonstrates high levels of accuracy and attention to detail	✓	
Ability to think creatively, with excellent problem-solving skills	✓	
Possess the right to work in the UK	✓	

Outline of Main Terms, Conditions & Benefits

Job Title	Business Support Officer
Post Number	1010
Employee Name	Vacancy
Issue Date	23/10/2023
Start Date	Immediate
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

Following successful completion of the probation period, both employer and employee may terminate the appointment by giving the other not less than one month's notice in writing.

Remuneration

Annual Salary £24,000 to £26,500 per annum

Hourly Rate £13.1868 to £14.5604

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

5 days of 7 hours per day to be worked between the hours of 9:00am to 5:00pm, which is equivalent to 35 hours per week excluding unpaid breaks,

The role works in conjunction with fellow BSO colleagues to ensure the department is covered for 5 days, Monday to Friday.

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	1 hour	1 hour	1 hour	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 collection of catering supplies for meetings and other similar requirements. 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

Free on-site parking

Hybrid working - 60% in office and 40% home working

Cycle to Work Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through Health Assured

Life Assurance (after one year's qualifying service)

Private Healthcare Scheme (after one year's qualifying period)

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

Enhanced Maternity Leave Package (after 2 year's qualifying period)

3 months Sabbatical Leave - unpaid (after 5 year's qualifying period)