

RNRMC Job Description

Job title		Responsible to
Business Support Officer (BSO)		Head of Business Operations
Department	Post Number	Date Reviewed
Business Operations	1010	20/12/2024

About the Royal Navy & Royal Marines Charity

The 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 Operations (HoBO) in all relevant activities and duties and will also provide administrative support to the Senior Leadership Team (SLT) as directed. The post holder is required to have proven administration experience in a busy office environment with exposure to and experience of meeting document preparation, taking minutes, distributing papers etc. 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 Charity, you will be a confident self-starter with excellent interpersonal skills, understanding the importance of confidentiality and diplomacy within the role. You will possess excellent administration skills and be proficient in MS365. You will be highly organised with the ability to prioritise tasks within a busy and varied workload, whilst maintaining a high level of accuracy and attention to detail at all times. With a willingness to embrace a wide-ranging remit of tasks, you will be an agile and accomplished multi-tasker and be able to proactively and effectively manage your own workload within a dynamic environment.

You will be required to cover aspects of work for the HoBO's leave and absence periods, or as required, and will therefore need to 'step in' at a higher level when needed.

The RNRMC operates a hybrid working framework involving the opportunity to work from home and in the RNRMC offices. There will be a small number of roles where employees will be required to work only from our offices, but typically the majority of employees will be able to work remotely on average 40% of their working week. All employees are welcome to use our office for their whole working week if that is their preference.

Responsibilities and Duties

Business Administration

- Timely and accurate preparation, administration, and logistical organisation of assigned committee and funds meetings; 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 an administrative support function to key projects e.g. Band Tour.
- 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 e.g. Band Tour Meetings, Hub Openings, etc.
- Assistance with charity governance administration as required.
- Assist with Board and Sub-Committee organisation and logistical requirements.
- Support administration for SLT as and when requested.

Reception & General Administration

- 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 where needed.
- Be the first point of contact for any incoming enquires to the main RNRMC General Enquiries and Support telephone line and general “The Team” 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.
- Provide assistance with Travel & Expense management as required.
- Be responsible for the input of HoBO expenses and expenditure into the CONCUR Financial system and relevant budget sheets.
- Assist with maintenance of electronic filing systems and document retrieval.
- Provide administration support for projects as required.
- Undertake general administrative tasks, including filing, typing, printing, mailing, scanning, etc. as required.

Relationships

- External relationships: develop and manage relationships with key stakeholders, funds, committee members etc.
- Internal relationships: maintain positive relationships with all staff, and SLT in particular, to enable good communication and assure a smooth administrative service.
- Provide support to Whole Charity and individual events as required.

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 Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications	How Evaluated	Essential	Desirable
Minimum of 5 GCSEs including Maths and English	APP	✓	
Level 3 in Business Administration	APP	✓	
Certified Mental Health First Aider	APP		✓
Experience			
Experienced administrator with an ability to demonstrate accuracy, attention to detail, efficiency, and effective administration skills	APP/SA	✓	
Proven competence in electronic information management	APP/AR	✓	
Experience of working with, and supporting, senior management	APP/AR	✓	
Experience of preparing and researching documents, briefing papers, and reports	APP/AR	✓	
Experience of minute taking for meetings, up to board / committee / senior level	APP/AR	✓	
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	✓	
Enjoys working with people and has a positive approach	AR/IV	✓	
High levels of emotional intelligence and an ability to empathise	AR/IV	✓	
Ability to gain trust, confidence and build rapport quickly	AR/IV	✓	
Demonstrates effective organisational and administration skills	IV/SA	✓	
Ability to plan multiple priorities under pressure and to tight deadlines	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	✓	
Communicates effectively both orally and in writing	APP/AR/IV	✓	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner	APP/AR/IV	✓	
Possesses tact and discretion	IV	✓	
Demonstrates the ability to work with high levels of confidentiality	IV	✓	
Is flexible and adaptable to the demands of the role	AR/IV	✓	
Works in a methodical and systematic manner	IV/SA	✓	
Ability to work on own initiative and with minimum supervision	IV	✓	
Demonstrates high levels of accuracy and attention to detail	SA	✓	
Ability to think creatively, with excellent problem-solving skills	SA	✓	
Possess the right to work in the UK	APP	✓	

Outline of Main Terms, Conditions & Benefits

Job Title	Business Support Officer (BSO)
Post Number	1010
Employee Name	Vacancy
Issue Date	24/02/2025
Start Date	From 03/03/2025
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 £25,000 to £28,000 per annum

Hourly Rate £13.7362 to £15.3846

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

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

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 including collection of catering 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

Free on-site parking

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

Cycle to Work Scheme & BHN Extras Scheme

Eligibility for Blue Light Discount Scheme

Free Access to HMS Excellent Fitness Centre

Employee Assistance Programme through Health Assured

Life Assurance (after one year's qualifying service)
Enhanced Paternity Pay (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)