

From:

Lt Cdr (Retd) A Pringle MCGI
Chief of Staff
Director of Youth and Cadets



**Reserve Forces' and Cadets' Association
for Greater London**

VACANCY NOTICE

3 September 2021

FRONT OF HOUSE RESERVE FORCES' AND CADETS' ASSOCIATION FOR GREATER LONDON

The above vacancy, operating from Fulham House, 87 Fulham High Street, London, SW6 3JS needs to be filled from October 2021.

The appointment calls for a probationary period of six (6) months, after the satisfactory completion of which the position will become permanent. The job description, including the required competencies is attached hereto. The ideal candidate will have a reception/administrative background with excellent communication, interpersonal, presentational and strong IT skills.

The salary for this position, including the London Weighting Allowance of £3,000 per annum, is £25,638 per annum. In addition, the successful candidate would be eligible to join our pension scheme. The annual leave entitlement is 25 days plus Bank Holidays and Privilege Days increasing to 30 days after 5 years of service or if prequalification criteria are met.

Offers of employment will be conditional on the following:

- Confirmation of the right to work in the UK;
- Completion of a medical assessment which may include a full medical examination by a qualified medical practitioner appointed and paid for by the Association;
- Satisfactory references;
- Successful completion of the Baseline Personal Security Standards (BPSS) check;
- Agreement to sign a contract.

To apply please send a CV of not more than 2 pages together with a covering letter giving evidence of how you fulfil the requirements of the role, preferably electronically, or by hard copy to:

Head of Support Services
Reserve Forces' and Cadets' Association for Greater London
Fulham House
87 Fulham High Street
London SW6 3JS
gl-offman@rfca.mod.uk

Closing date for applications is **Tuesday 28 September 2021** and interviews for retained candidates will take place the week commencing 4 October 2021.

JOB DESCRIPTION

Job Title: Front of House **Grade:** E1
Department: Secretariat
Responsible to: Head of Support Services (HSS)

Overall Purpose of Job

1. The Front of House is a Crown Servant and a full-time civilian employee of the Reserve Forces' and Cadets' Association for Greater London (GL RFCA). A key team member, this individual is the first point of contact within Fulham. The role also provides support to the Events team when needed.

Main Activities/Tasks

2. Manage reception, control entry to Fulham House during the opening hours of the Association, receiving and briefing visitors and ensuring Association Health & Safety and environmental safety statements are read and understood;
3. Responsible for the security of the building, including monitoring the entry gates, the CCTV and securing the building at the end of the working day;
4. Answer, screen and route telephone calls as appropriate;
5. Maintain electronic displays and notice boards. Ensure content is relevant and updated regularly;
6. Manage the mail (including recorded delivery and courier services): collect, sort and distribute incoming mail and dispatch outgoing mail;
7. Use of Symphony system to generate Procurement Orders and process payments;
8. Type, file, photocopy, bind, data entry and archive, as requested, and maintain appropriate filing systems, both physical and electronic;
9. Support Head of Support Services with Office Management duties as required.
10. Support to other Departments as necessary.
11. **Wider Association support.**
 - a. Provide support to the Association Events Team as required by the Head of Support Services.

Competences Required for the Post

12 Essential Competences.

- a. Intermediate Computer Literacy including Microsoft Office applications.

- b. Have good communication, numeric and interpersonal skills.
- c. Ability to work autonomously and as part of a team;

13 Desirable Competences.

- a. Flexibility, multi task, ability to analyse and problem solve.

Health & Safety at Work

14 Take reasonable care for their health and safety and of other persons who may be affected by their acts or omissions while at work. He/she will also be responsible for the health, safety and welfare of subordinate staff (if with managerial duties).

Performance and Development Reports (PDR)

- 15. Twice a year, have own performance assessed and reported upon by Line Manager.

Security

16. Undergo a Baseline Personal Security Standard (BPSS) check in accordance with the Association's Security requirements.

17. Sign annually and comply with the Security Operating Procedures (SyOps) for the use of the Association Local Area Network (LAN) and MOD Wide Area Network (WAN) relating to both voice and data on IT Systems.

General

18. The role may require the occasional late working and this will be compensated with Time Off In Lieu (TOIL), or overtime.

19. Must administer, maintain responsibility for and take reasonable care of any equipment and/or other items under his/her control.

20. Any other task within the broad remit of this role which may be reasonably required, including, but not limited to, ad hoc analysis and one-off reports.

21. This job description may be reviewed in the light of changes during the period of the appointment and/or on change of the incumbent.