



QUEEN ALEXANDRA'S ROYAL ARMY NURSING CORPS ASSOCIATION

Charitable Incorporated
Organisation 1163821

JOB DESCRIPTION – QARANC ASSOCIATION ADMINISTRATION OFFICER

Location

QARANC Association Main Office
Robertson House
Regimental Headquarters Army Medical Services
Royal Military Academy, Sandhurst
Camberley GU15 4NP

Hours

Part time (22.5 hours per week – 3 days) – flexible upon agreement

Post description

The Queen Alexandra's Royal Army Nursing Corps (QARANC) Association is a charity that supports former members of the Corps. The Administration Officer (AO) is employed by the QARANC Association Charity and provides administrative support to the Association Board of Trustees. The AO reports directly to the Association General Secretary.

This is an interesting and varied role covering a broad range of administrative duties. The AO should be well organised, willing to learn new skills, enthusiastic, compassionate and committed to making a positive difference to those who need support and assistance. They will work as part of a small, friendly team and can expect to gain real satisfaction from supporting the Association's charitable work. The AO may, at times, be required to travel to other locations as part of the Association's work.

The role requires a regular working presence at the Association office, with the opportunity for some home working as part of a hybrid working arrangement, subject to operational requirements and agreement with the Chair.

Salary and Benefits

Salary is reviewed annually.

Pension: The AO will be enrolled in the pension scheme, with a contribution of 3% of annual salary made by the AO. The QARANC Association will also contribute 3%. Contributions to the scheme are made in equal monthly instalments in arrears. Participation is voluntary, and the AO may opt out if they do not wish to remain in the scheme.

Leave: 17 days paid leave, increasing after 1 year up to a maximum of 19 days. The leave year runs from 1 April to 31 March. A maximum of three days' leave may be carried forward into the following leave year and must be taken by the end of August.

Free onsite parking

Day to day functional management

The Administration Officer is accountable to the General Secretary with the Chair and board of trustees providing input to the annual appraisal process and the probationary period following appointment.

Responsibilities

- To uphold the values and objects of the QARANC Association constitution.
- Respond to general enquiries from Branches, former members of the QARANC and members of the public.
- Process membership applications, manage subscriptions and ensure all records are accurate and up to date.
- Actively promote membership of the Association through engagement with retired and former members of the QARANC.
- Use the approved database system to run regular reports and carry out assurance checks on memberships.
- Administrative support to the Association's Branch Secretaries.
- Assist with branch compliance checks.
- Provide assistance with Association events, including managing and recording applications, liaising with guests/delegates and providing administrative support at the events.
- Provide assistance for Field of Remembrance, Cenotaph Parade and Founders Day. Including the management of applications and support at the events as required.
- Assist with the distribution of The Gazette, on a biannual basis.
- Assist with distributing the Newsletter and other Association correspondence through appropriate communication channels.
- Manage the distribution of birthday cards, gifts and flowers, inclusive of the purchase and recording of associated transactions.
- Manage incoming and outgoing office post and distribute correspondence as appropriate.
- Administer approved financial payments and assist with routine financial transactions.
- Make approved updates to the Association website.
- Act as the focal point for the Association's Facebook and Instagram pages.

- Serve as a non-voting member of the Membership Committee.
- Support the Association Board of Trustees and its sub-committees by providing reports as requested, including membership statistics and event attendance figures.
- Attend quarterly Board of Trustees meetings, as requested, as a non-voting member.
- Attend the Annual General Meeting of the Board of Trustees and the Board development day.
- Cover for the General Secretary during periods of leave, reporting directly to the Chair if guidance is required on matters needing attention.
- Undertake other tasks that may, from time to time, be needed to ensure the smooth running of the Association.

Essential skills and personal qualities

- Willing to learn and develop new skills
- Self-motivated and able to work without close supervision
- Experience of using Microsoft Office, including SharePoint, Excel and spreadsheets for data analysis.
- Good organisational skills with attention to detail
- Confident telephone manner with good interpersonal skills
- An active interest in helping others
- A compassionate and caring approach with an ability to empathise

Desirable skills

- Previous experience with military organisations
- Understanding of safeguarding (training will be provided)
- General Data Protection knowledge and working practices (training will be provided)
- Basic bookkeeping skills

Person Specification

Criteria	Essential	Desirable
Knowledge and experience	Experience of using Microsoft Office, including Excel and spreadsheets for data analysis.	Previous experience with military organisations; understanding of safeguarding; General Data Protection knowledge and working practices; basic bookkeeping skills.
Administrative and organisational skills	Good organisational skills with attention to detail; able to maintain accurate records, manage correspondence and support the smooth running of office processes.	Experience supporting committees, meetings, events or membership-based organisations.
Communication and interpersonal skills	Confident telephone manner with good interpersonal skills; able to respond appropriately to enquiries from members, branches and the public.	Experience engaging with volunteers, veterans, serving personnel or charitable beneficiaries.

Personal qualities	Self-motivated and able to work without close supervision; willing to learn and develop new skills; compassionate, caring and able to empathise with others.	An active interest in supporting the welfare and fellowship of former members of the Corps.
Digital and social media	Able to use office systems accurately and confidently, including databases and spreadsheets.	Experience updating websites or supporting organisational social media accounts.
Other requirements	Able to work regularly from the Association office, with some flexibility for home working by agreement; willing to travel to other locations when required.	Understanding of the values, traditions and working environment of military charities or membership associations.

Annual Reporting

An annual appraisal and job specification review will take place each March.

Reporting Chain

1st reporting line – General Secretary

2nd reporting line – Chair of Board of Trustees

Security

Given the location of the office and the confidential nature of the welfare work carried out by the Association, references will be required for vetting purposes.

Signed.....

Date.....

Line Manager

Signed.....

Date.....