

JOB PROFILE: RAF SUBSCRIPTIONS COORDINATOR

Role:	RAF Subscriptions Coordinator	Date profile last reviewed:	May 24
Name:		Reports to:	RAF Subscriptions Manager

MAIN SUMMARY OF ROLE:

The RAF Subscriptions Coordinator is responsible for the provision of an efficient and effective support to the RAF Subscriptions task consisting of: RAF Service Days Pay Giving (SDPG), RAF Dependants Fund and RAF Dependants (Income) Trust. They will also be required to travel to attend events and present to the RAF community, promoting these services.

The role is located at the RAF Benevolent Fund office at RAF Brize Norton.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Maintenance and progression of all correspondence and filing in relation to RAF Subscriptions, RAF Dependants Fund and RAF Dependants Income Trust records.
- Data entry for RAF Subscriptions, RAF Dependants Fund and RAF Dependants (Income) Trust subscriptions to relevant RAFBF databases.
- To prepare for submission to Charities Trust all material relating to new donors, subscribers and members. Plus, timely submission of cancellation requests from existing subscribers and members.
- Receipt of correspondence and to reply where appropriate within boundaries of responsibility in relation to RAF Subscriptions, RAF Dependants Fund and RAF Dependants (Income) Trust.
- Resolving queries from individuals, JPA, Charities Trust and AVIVA relating to donations, subscriptions and membership.
- Reconciliation of monthly data received in relation to all RAF Subscriptions schemes.
- React to notifications of death in service, in conjunction with the RAF Subscriptions Manager, by identifying if the deceased is a subscriber to the Dependants Fund or a member of the Dependants (Income) Trust and taking the appropriate administrative action to facilitate timely payment of any appropriate grants.
- Travel to deliver presentations and attend at events to promote awareness of the RAF Benevolent Fund, the RAF Dependants Fund and Service Days Pay Giving across the serving RAF community.

COMPETENCIES REQUIRED FOR THE ROLE	
Essential	Desirable
Communicating and Presenting	Deciding and Initiating Action
Applying Expertise and Technology	Learning and Researching
Delivering Results and Meeting Expectations	Writing and Reporting
Planning and Organising	Following Instructions and Procedures
Relating and Networking	Coping with Pressures and Setbacks
Working with People	Achieving Personal Work Goals and Objectives

QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Good general standard of education 	
Knowledge/ Experience:	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Proven administrative experience of operating in an office environment • Experience of working in a charity or Armed Forces environment. • An understanding of Royal Air Force culture and history 	<ul style="list-style-type: none"> • Previous service in the RAF.
Skills/Abilities:	
<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none"> • Full Driving Licence and use of own vehicle • Self-management • IT literate; proficient in the use of Microsoft Package including Word, Excel and PowerPoint, relevant software packages. • Excellent communication and Presentation skills • Well-developed interpersonal skills • Receptive to change initiatives 	
Other Requirements:	
<ul style="list-style-type: none"> • Flexibility to work very occasional evenings (circa 1 per month), with time off in lieu. • To carry out any other duties which are within the scope of the job as requested by the Manager RAF Subscriptions. 	

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date: