**Job title: Ambassador for Veterans in England and Wales**

**Key role:** To manage and deliver Reading Force to veterans, their families and related representative organisations within England and Wales and contribute to its further development

**Background**

This role, established three years ago, has made our service delivery in support of the veteran community much more effective and far-reaching. Our plan is that the role, with regional assistance within Scotland and Northern Ireland (NI), will support the routine and measured expansion of this good practice within England and Wales.

The role includes both liaison with the veterans themselves, and a strong emphasis on working directly with the organisations/infrastructures (political, civic and charitable) that work with them. It involves developing relationships, service-delivery and associated monitoring, to ensure Reading Force initiatives support the veterans’ community and their families.

**Competencies**

* Understanding of the charity’s principles, values and strategic direction; focussed on achieving its goals, objectives and plans
* Understanding of Forces communities and their specific needs across their life cycle, and with the status and particular needs and priorities of veterans
* Academic understanding of, and support for, the role and value of reading and literacy for all and the particular situation of veterans and their families
* Consideration of the impact on RF beneficiaries and an ability to balance the needs and interests of multiple internal and external stakeholders

**Skills**

* Excellent organiser with strong planning and time management skills, successfully balancing multiple tasks, priorities and deadlines
* Results oriented, delivering against defined plans, objectives and timescales
* Effective analyser and spotter of trends
* Excellent verbal and written communicator, confident working at all levels
* A proactive multi-tasker, fully capable of working under pressure, using own initiative and a keen team contributor
* Effective and regular record keeping
* Financially aware, good at managing budgets with strong attention to detail
* A working knowledge of Microsoft Office 365, inc. SharePoint, Word, Excel, PowerPoint and Microsoft Teams would be advantageous

**Role-specific requirements:**

**Relationships and liaison:**

*External:*

* Effective builder and manager of relationships, particularly within collaborations; being the point of contact for providing information and liaison with:
* Veteran associations and other organisations/charities with different headline priorities but which also support veterans and their families
* Commercial/collaborative partners/units/welfare support/relevant associations/other charitable bodies supporting veterans and their families
* Responsible for researching appropriate contacts (region by region), scheduling meetings and visits; logging and timely report writing and updating CRM system
* Organising/attendance and presentations at events, both in person and online, as required

*Internal:*

* Working alongside the regional RF ambassadors in Scotland and NI to build an understanding of how RF supports veterans and their families; jointly assessing feasibility for developing new RF initiatives:
	+ Acting as spokesperson for veterans and presenting feedback and ideas to the senior management team
	+ Analysing outcomes and trends for funding evaluation report writing and discussion of overall strategy
	+ Contributing to the development of the veterans’ strategy and initiatives as appropriate
	+ Ensuring best practices are adopted

**Financial and governance:**

* Understanding project budgets; secure approvals for expenditure, keep accurate and timely records of time and expenses incurred, using associated systems and liaising with the Reading Force Finance Manager
* Supporting the funding process:
	+ Identifying potential funding opportunities and contributing to applications
	+ Contribution to reports to funders on project delivery, outcomes and beneficiary impact
* Adhering to the Reading Force Safeguarding Policy
* Understanding that Reading Force is fully committed to equality, diversity and inclusion

**Administration**

* Timely response to enquiries and requests for information and materials
* Using processes and systems as required
* Assist with feedback systems to measure outcomes

**Communications/Marketing**

*With the support of other members of the RF team:*

* Appreciation of relevant styles of communication and branding
* Contribution to Veterans’ website development
* Suggesting content for social media

**Working hours and renumeration:**

* The Veterans’ Ambassador role for England and Wales is generously funded by The Veterans Foundation, for three years. Continuation of the role after this period will be subject to funding availability
* Daily (Monday to Friday) up to a total of 25 hours per week; some flexibility on distribution of hours is possible
* Salary is £27,300 per annum (£21 per hour) paid monthly
* Annual leave entitlement is 28 days including bank holidays
* Probationary/review period is three months from starting date
* Reporting to the senior management team including the director of Reading Force

**In brief:**

Informed, proactive, collaborative, responsive, focussed.

The person taking up this position will be joining a well-established team and the role is fully supported, with ongoing access to our informal, proactive and highly committed team.

**Reading Force charitable objectives**

The following objectives are for the public benefit of all British Armed Forces families and children living in the UK and overseas:

1) To advance education by encouraging families to read together for pleasure and talk about a book by providing advice and assistance and materials to support shared reading activities; and

2) To promote and protect good health by using reading as a means of mitigating stress and increasing communication and good family relationships following separation due to training, deployment, postings and mobility.