



Reserve Forces' and Cadets' Association
for Greater London

EMPLOYER ENGAGEMENT ADMIN OFFICER RECRUITMENT PACK



**RESERVE FORCE'S & CADET'S ASSOCIATION
FULHAM HOUSE, 87 FULHAM HIGH STREET
LONDON, SW6 3JS**

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1. ABOUT US

Our Background

At Greater London Reserve Forces' and Cadets' Association (GL RFCA) we champion London's Reserve Forces and Cadets and have been their voice since 1908. There are thirteen RFCAs across the UK which are central government bodies with Crown status, each with a legal identity under the Reserve Forces Act 1996. GL RFCA is supported by a local voluntary membership of some 190 people with an interest in Defence, particularly in Reserve and Cadet matters, and they give us influence across London. Uniquely within GL RFCA, we also have a separate City RFCA element that focuses on engagement specifically within the City of London.

The Council of RFCAs (CRFCA), constituted by the thirteen individual RFCAs, provide central coordination and the corporate focus to enable the regional Associations to fulfil the requirements of their customers. The CRFCA gives advice and assistance to the Defence Council and to the Royal Navy, Army and Royal Air Force on matters that concern Reserve Forces and Cadets. The thirteen RFCAs are currently Arm's Length Bodies (ALB) of the Ministry of Defence and it is expected that they will collectively become a Non Departmental Public Body in 2027 to satisfy Cabinet Office requirements.

Our Team

We are a small organisation of some 60+ people with a headquarters in a Grade 2 listed building in Fulham, near to Putney Bridge, and have four satellite offices across London. We have three main output pillars of activity: Engagement; Cadets & Youth; and, Estates, all coordinated by a small supporting HQ business team.

Our Work

We promote the value and diverse skill set of the Armed Forces community to local stakeholders and employers from all sectors and use our locally driven relationships to provide 'effect' for defence at a regional level. We support London's military cadets, in particular key logistic and administrative support for the Army Cadet Force and our Estates team manage and maintain some 140 sites used by Reservists and Cadets.

2. WHAT WE DO

ENGAGEMENT TEAM. We work to establish and maintain strong relationships with employers and wider community stakeholders in London to encourage them to develop a two way mutually beneficial working relationship with Defence. Through our Communications lead we market and publicise Reserve and Cadet activity and recruiting opportunities through multiple social media channels, through our website and via hard print.

Employers can discover the benefits of partnering with Defence through our engagement work and activities enabling them to understand the transferable skill sets that Reservists, Cadet Force Adult Volunteers, Veterans and Service Spouses can bring to the workplace.

Our Engagement Team advises and guides companies to adopt forces friendly HR policies beginning with signing the Armed Forces Covenant (AFC), through their journey with the Employer Recognition Scheme (ERS) to becoming advocates for Defence to other employers. Companies and organisations can achieve a Silver and then Gold Award based on the level of commitment and support they have

demonstrated and they will receive these awards at prestigious Silver and Gold Award Ceremonies organised by the team.

CADETS AND YOUTH TEAM. There are some 16000 military cadets across London in all three services: the Sea Cadet Corps (SCC) including Royal Marine (RM) cadets; the Army Cadet Force (ACF); the RAF Air Cadets (RAFAC); and, school based CCFs, all of which are supported by more than 2000 Cadet Force Adult Volunteers (CFAVs).

GL RFCA manage and maintain the locations and buildings specifically for the ACF and RAFAC and provide a cadre of 33 Professional Support Staff (PSS) to provide administrative and logistic support to the ACF. In addition the PSS assist the recruitment process to attract new adult volunteers.

The RFCA also help in coordinating numerous cadet events and activities across the Capital including Remembrance Day Ceremonies at City Hall, Guildhall Yard and in many boroughs, as well as multiple Armed Forces Day parades, the Lord Mayor's Show and even events such as the Invictus games. We organise a tri service cadet skills competition, the Lord Mayor's Music Competition at the Guildhall and an annual Lord- Lieutenant's Awards Ceremony.

In schools our commitment to the Cadet Expansion Programme for school CCFs is led by our School Cadet Engagement Officer who guides schools and offers advice throughout the process of establishing a new CCF unit.

ESTATES TEAM. Our Estates Team manage over 40 Reserve Centre's in London, along with some 100+ Cadet establishments, for all three services. We manage large project builds and any sizeable essential maintenance projects and partner with VINCI, under the Future Defence Infrastructure Services contract, to assure the provision of compliance inspections and tests at all our sites so they are safe for Reservists and Cadets to train and thrive – this includes routine maintenance. We also provide Soft Facilities Management for all our sites and although the majority are owned by Defence (via the RFCA) we also manage multiple leases.

The estate requires considerable funding to enable London's Reserves and Cadet Forces to train and operate safely, and achieving this against inevitable funding constraints is a challenge. In addition to core funding we are required to source additional funding streams to help meet the demand and this is achieved through Alternative Venues London – See below.

ALTERNATIVE VENUES TEAM. Alternative Venues London (AVL) is a dedicated venue hire department within GL RFCA. It is a non-profit process involving renting out spare capacity (space/facilities) on the GL Estate on a commercial basis. The proceeds generated by AVL are a vital source of extra funding and our Association Finance Advisory Board assures the process whilst the Association Volunteer Management Board provides direction to direct the funding back into supporting Reserve and Cadets, principally for key estate works.

3. BENEFITS PACKAGE

- **Salary:** Salary is £27,866 p/a plus London Weighting of £3,300. Total £31,166 (annual review in August 26)
- **Pension:** Eligibility to join the Council of RFCA's Pension Scheme with a 5% employee contribution and 13% from the employer.
- **Leave:**
 - Annual Leave of 25 days, rising (1 day per year) to 30 days after 5 years reckonable service (previous HM Forces or Public Sector service may count as reckonable service).

- Up to 15 days additional special paid leave for Volunteer Reserve commitments, such as the annual training camp or official military instructional training courses.
 - Up to 10 days special paid leave for Cadet Force Adult Volunteer training (eg official annual camp) or specified military instructional training courses.
 - Up to 6 days special paid leave for alternative recognised volunteering service at the discretion of the CE.
 - Enhanced maternity and paternal leave - after one year of service.
 - In addition to 8 public Holidays p/a an additional day for the HM The King's Birthday.
- **Bonus Scheme.** An opportunity to receive a small annual bonus under central CRFCA performance guidelines and also the possibility of a Special Bonus for a specific noteworthy performance.
 - **Welfare Support.** Employee Assistance Programme to support welfare needs

4. APPLICATION PROCESS

Application process: To apply, please send a CV and covering letter giving evidence of how you fulfil the requirements, preferably electronically (and marked in the subject 'CQM Application'), to Kate Peyton:

Email : gl-offman@rfca.mod.uk

Or hard copy to Kate Peyton - Head of Support Services
Reserve Forces' and Cadets' Association for Greater London
Fulham House
87 Fulham High Street
London, SW6 3JS

Further enquiries: Email Kate Peyton as above or Tel: 07917 835455

Closing date: The closing date is **4pm on Thursday 17th September 2026** and it is anticipated that interviews for retained candidates will take place on week commencing **21st September 2026**.

Offers of employment will be conditional on the following:

- Confirmation of the right to work in the UK;
- Completion of a medical assessment;
- Receipt of two satisfactory references;
- The role will be subject to the successful completion of a six month probationary period prior to it being confirmed as permanent;
- Undergoing a Baseline Personal Security Standard (BPSS) check (organized by GL RFCA);
- Agreement to sign an employment contract.

The Reserve Forces' and Cadets' Association for Greater London is committed to being an Equal Opportunities Employer and welcomes applications from eligible candidates no matter what their gender, marital status, age, race, ethnic origin or religious belief.

5. JOB DESCRIPTION

Job Title: Employer Engagement Administrative Officer

Job Grade: E1

Department: Secretariat

Reporting to: Head of Engagement

Overall Purpose of the Job

1. The Employer Engagement Administrative Officer 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, they are responsible for providing administrative and clerical support to the Engagement Team.

Primary Activities/Key Tasks:

Administrative Support:

2. Provide administrative and clerical support to the Engagement Team, including answering correspondence, taking messages, enquiry handling from a variety of sources, including employers, reservists and military units relating to the basic facts of reserve service.
3. Maintain, store, account for and order certificates, employer engagement publications and promotional gifts.
4. Manage the Engagement team diary, including arranging employer and unit visits and making administrative and travel arrangements.
5. Responsible for data management and statistics preparation, in conjunction with external support organisations, to include updating and maintaining the regional element of the national employer engagement database, CRM Salesforce with the ability to extrapolate key information for use.
6. Provide administrative support to Engagement events in conjunction with any external support to include maintenance of mailing lists, invitation mailings, responses, issuing joining instructions, production of delegate listings, name badges, follow up evaluation questionnaires.
7. Raise Procurement orders as required for the Engagement team and ensure invoices are paid in a timely manner on behalf of the Association.

Other features of the job:

8. Provide occasional out of hours support to the Engagement team for functions and meetings, including the requirement to travel to other locations across Greater London.

Wider Association Support

9. Provide cover for reception in a rota of all Fulham House E1s.
10. Provide support to the Association Events team as required by the Head of Support Services in negotiation with their Line Manager.

Liaison:

11. Liaison as required with:

- Defence Relationship Management staff;
- HQ London District, mainly Fusion Cell;
- London Reserve unit and sub-unit staff at, PSAO level;
- London reservists and their employers;
- Supportive employers and other organisations;
- Outside agencies on matters within his/her remit.

Competencies Required for the Post

12. Essential Competencies:

- a. Previous administrative or clerical roles.
- b. Intermediate Computer Literacy including Microsoft Office applications.
- c. Have good communication, numeric and interpersonal skills.
- d. Ability to work autonomously and as part of a team.
- e. Flexibility, multi task, ability to analyse and problem solve.

13. Desirable Competences:

- a. Understanding of the military, both reserve and cadet organisations.
- b. Previous experience of using a Customer Relationship Management (CRM) database (Salesforce preferred).

Health & Safety at Work

14. Must take reasonable care for health and safety of himself/herself, and of other persons who may be affected by his/her 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 Report (PDR)

15. Will be required to be assessed and reported upon their performance twice a year by his/her Line Manager.

Security

16. Will be required to undergo a Baseline Personal Security Standard (BPSS) check in accordance with the Association Security Requirements.
17. Will be required to comply with and sign annually, the Security Operating Procedure (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 System.

General

18. The role may require the occasional late working and this will be compensated with Time Off in Lieu (TOIL).
19. Must administer, maintain responsibility for and take reasonable care of any vehicles, 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.