

Northumberland County Council
JOB DESCRIPTION

Post Title: Armed Forces Engagement Officer		Director/Service/Sector Housing & Public Protection		Office Use
Band: 4		Workplace: Housing Operations/ Compass House		JE ref: 3844
Responsible to: Customer Engagement and Sustainability Manager		Date: 25/02/2021	Lead & Man Induction:	HRMS ref:
Job Purpose: To complement the existing outreach service offered by engaging, networking and developing closer links with the Discharge teams that sit across the Armed Forces, enabling a more planned, proactive and positive resettlement process for veterans moving to a civilian home in Northumberland. To play an active role in homelessness prevention by identifying challenges within the resettlement process and providing and agreeing solutions.				
Resources	Staff	None.		
	Finance	Identifying funding opportunities to further enhance the existing service.		
	Physical	Shared responsibility for office equipment. Handling and processing significant bodies of corporate data. Responsible for the collation of information to contribute to the progression reports required by both the North of Tyne Combined Authority and Senior Managers		
	Clients	Armed Forces Personnel, Veterans, Armed Forces Support Organisations, contact with Elected Members; senior managers; staff throughout the Council; local residents; external partners & providers.		
Duties and key result areas:				
1. Improve the resettlement/ discharge process for those veterans coming into civilian life in Northumberland.				
2. Establish good working partnerships with relevant discharge teams across the Armed Forces.				
3. Identify barriers/challenges to the resettlement / discharge process from the client perspective.				
4. Identify barriers/ challenges to the discharge/ resettlement process from the Armed Forces perspective				
5. Provide information to Discharge Teams about the work of the Northumberland Armed Forces Outreach Service to improve the resettlement process for veterans coming to the area.				
6. Work in partnership with relevant stakeholders to agree and produce new and improved resettlement / discharge processes.				
7. Underpin the current work undertaken by the Outreach Workers by providing regular updates in relation to findings and the entire resettlement process.				
8. Update relevant officers/managers with regular progress reports by producing regular reports and arranging meetings/briefings where appropriate.				
9. Develop good working relationships with Discharge Teams and be that vital link to ensure the Northumberland process is smooth, timely and ultimately minimises reactionary measures being implemented.				
10. Carry out relevant research				
11. Explore funding opportunities to enhance the sustainability of the service in Northumberland.				
12. Assist in the preparation of bids for potential funding.				
13. Produce a final document that includes the improvements and process agreed / adopted by all stakeholders.				
14. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.				
Work Arrangements				
Transport requirements:		Need to travel to various locations within the County and to some Armed Forces bases.		
Working patterns:		37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.		

Commented [PB1]: @Amanda Mason

Sent a response by email. Think we could strengthen around coordinating a local programme of delivery i.e. events, activities, information events

Strengthen the role in supporting the family members of veterans to help identify the barriers, challenge that they also face during career transition/resettlement.

Coordinating partnerships and establishing relationships between veterans, discharge teams and employers to maximise opportunities such as apprenticeships, internships etc

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PERSON SPECIFICATION

Post Title: Armed Forces Engagement Officer	Director/Service/Sector:	Ref: 3844
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. 5 GCES or equivalent at Grade9-4/A-C including Maths and English		
Experience		
Time spent serving in the Armed Forces or experience of working with Armed Forces Experience of report writing and maintaining accurate records. Experience of using ICT including Microsoft Office packages. Experience of networking and partnership working Experience of identifying funding and applications Full Driving Licence and access to transport		
Skills and competencies		
Ability to write clearly, succinctly and correctly. Ability to organise self and work without supervision. Good communication and interpersonal skills Excellent organisational and time management skills. Able to empathise Work effectively with people from a variety of backgrounds and from a range of statutory and voluntary organisations. Ability to analyse and interpret complex data and statistics. Ability to negotiate, influence and work collaboratively with partner agencies. Understanding of current issues facing veterans		
Physical, mental, emotional and environmental demands		
Ability to deal with conflicting demands and changing priorities. There may be some requirement to attend meetings and work outside of normal office hours Contact with the public may result in some emotional demands. Flexibility		
Motivation		
Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits