| Role Structure | Role Details  |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC08 |
| Location: | Plough Lane |
| Responsible to: | Head of Housing Service |

# Job Description

# Job Role: Armed Forces Covenant Officer

## Main purpose of the role

To facilitate the work of Herefordshire’s Armed Forces Covenant Partnership to ensure the local armed forces community (both Serving, veterans and family members) have good access to public services and support. This includes developing new opportunities and initiatives and to influence strategic decision-making.

Community engagement, raising awareness and understanding of the Armed Forces Covenant underpin this role, together with an effective flow of information to and from partners and local communities about the specific needs of the armed forces community.

Using excellent communication and negotiating skills, the role will develop and maintain effective working relationships to secure joined up integrated working.

The role also plays a key function to ensure that Herefordshire Council continues to be an outstanding exemplar in meeting the obligations of the Armed Forces Covenant, as an ERS Gold forces-friendly employer and facilitating the local delivery of the Covenant, including the legal Covenant Duty.

The role will liaise internally with a range of council services such as housing, school admissions, public health, adult social care, communications, the appointed Armed Forces champion councillor, and the Lord-Lieutenant’s office. Externally, regular engagement with organisations include: Armed Forces charities, relevant 3rd Sector organisations, employers, West Mercia Police, NHS Trusts, Primary Care providers, West Midland RFCA, Credenhill Garrison and the MOD / Office of Veteran Affairs.

Although the post links with a number of sectors and services, the role sits within a highly supportive housing team.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Ensure that any correspondence and requests from the public or external partners are dealt with excellent customer care, in confidence and efficiently.
* Check Herefordshire Armed Forces Covenant Facebook and Instagram accounts. Generate content and responses, as appropriate.
* Keep the database of stakeholders and contact information up to date.
 | * Daily / On-going
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| * Using excellent communication and negotiating skills, develop and maintain effective working relationships to secure joined up integrated working.
* Liaise regularly with Herefordshire Armed Forces Covenant Partnership Chairman and Vice Chairman.
 | * Weekly / On-going
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| * Gather relevant information and write articles for inclusion in the range of publications, as requested.
* Use resources to create and deliver awareness raising sessions with council teams and more widely in the community.
* Encourage internal colleagues to undertake Herefordshire’s Armed Forces Covenant e-learning module.
* Capture local and national intelligence, available data and feedback from research papers to shape local priorities and funding opportunities.
* Ensure council colleagues have a good understanding of the Covenant Statutory Duty and the implications.
* Encourage local employers to sign the Armed Forces Covenant as forces-friendly employers, in liaison with West Midlands RFCA.
* Be responsible for the handling, processing and secure storage of information (in accordance with the council’s policies and training) relating to the covenant meetings much of which could be of a sensitive and confidential nature.
 | * Monthly/ On-going
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| * Send bi-monthly updates to stakeholders capturing, news, national insights, events and funding opportunities.
* Check for accuracy and regularly update the council’s Armed Forces Covenant pages.
* Facilitate Herefordshire Armed Forces Operations Group for caseworkers (online) every 8 weeks. Set meeting dates and distribute to attendees. Ensure any actions are followed through and that themes or unmet need that arise are reported to the strategic partnership.
* Facilitate a calendar of meetings of Herefordshire’s Armed Forces Covenant Strategic Partnership. Develop agendas, set meeting dates (5 times a year), take minutes, and update the Action Plan.
 | * Bi-monthly / On-going
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| * Represent in national and regional arenas to ensure that Herefordshire’s profile is maintained and feedback is conveyed.
* Support partners to help initiate new projects that address the needs of the armed forces community.
* Establish links with other local authorities to exchange ideas and practice.
* Liaise with the communication team and create content for press releases at key points in the calendar such as Armed Forces Week, Remembrance, other national events and good news stories.
* Work with colleagues internally to ensure the armed forces community is represented in key council documents such as the council’s equality policy, housing allocation, joint strategic needs assessment and HR recruitment policies.
 | * Quarterly / As required
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| * Review Herefordshire’s Armed Forces Community needs document to reflect any latest intelligence/data, both local and national, liaising with the Intelligence Unit.
* Co-ordinate Herefordshire Armed Forces Covenant annual review (March each year) to include event planning, guest lists, speakers and preparing presentations.
* Support key community events such as Armed Forces Week and Remembrance, liaising with the Lord Lieutenant’s Office, communications team and relevant stakeholders.
* Capture evidence of activity that enhances the council’s ERS Gold award, such as advocacy work, Staff Armed Forces Network, supporting local Cadets.
 | * Yearly / on-going
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**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by****A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** |
| * Degree or equivalent professional qualification or high level of experience in a related field or previous role.
 | Essential | A, I |
| * Willingness to undertake related training
 | Essential | A, I |
| * Should be able to demonstrate recent and continuing professional and personal self-development.
 | Desirable | A, I |
| **Experience & Knowledge** |
| * Demonstrable experience of facilitating partnership development
 | Essential | A, I |
| * Competence of establishing and maintaining administrative and information systems
 | Essential | A, I |
| * Demonstrable experience of project/programme/ event management
 | Essential | A, I |
| * Experience of recording meeting notes and presentation skills
 | Essential | A, I |
| * Good understanding of social media and communication methods
 | Essential |  |
| * Competence of using computer databases and spreadsheets, e.g. Microsoft Excel, and other computer applications including Microsoft Word, Outlook, Powerpoint
 | Essential |  |
| * Good level of awareness and understanding into the needs/barriers facing the Armed Forces community.
 | Desirable |  |
| * Experience producing action plans, and working across teams to generate approaches and ideas
 | Desirable |  |
| **Skills and Abilities** |
| * The ability to work effectively and with confidence alongside a wide variety of individuals from different backgrounds
 | Essential | A, I |
| * Ability to organise own workload with minimum supervision and work to tight deadlines
 | Essential | A, I |
| * To communicate orally and in writing to a wide range of audiences, information which may be of a complex nature
 | Essential | A, I |
| * Strong skills in partnership working, including networking, collaboration and negotiation
 | Essential | A, I |
| * Flexibility to work on occasions outside regular hours
 | Desirable |  |
| * Prepared to travel out of county on some occasions
 | Desirable |  |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.