

Army Cadet Force Association Job Description

Job Title:	Westminster Help Desk Administrator	Position Type:	3 Month Temp Contract (Full Time/Job Share)
Department:	Activities - Administration	Level/Salary Range:	Band A1 £18,215.25 p.a.
Responsible for:	Providing a central Westminster Helpdesk facility	Travel Required:	Occasional
Reporting to:	Westminster Helpdesk Manager	Closing Date:	Tuesday 28 th May 2019
Location:	Army HQ, Monxton Road, Andover, SP11 18HJ		

Job Description

Purpose of the Post:

The Westminster Helpdesk Administrator (WHA) is an employee of the Army Cadet Force Association (ACFA) working for Army HQ, and is a member of the Westminster Support Team (WST) working directly in conjunction with Cadet Branch staff, including CCF HQ team. The post holder will be located at Aldershot. Due to the nature of the work, this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and the post holder will be required to undergo an Enhanced Disclosure and Barring Service (DBS) Check.

Westminster is the management information system for the Army Cadet Force, Sea Cadet Corps and Combined Cadet Force. The system provides a variety of safety and administrative functions to enable the Cadet Forces to ensure training is carried out effectively and safely, as well as acting as the repository for all Cadet and Cadet Force Adult Volunteer personal data and qualifications.

The Help desk administrator is responsible for the day to day tasks of answering queries via telephone, email, through the use of a CRM tool, all administration duties as tasked by the line manager for all adult volunteers, CTTs, Brigade staff, RFCA staff, ACFA staff, and CCF school staff.

Principal Responsibilities:

- Manage calls and queries relating to Westminster user issues, re-directing to Service/Subject specific support agencies where appropriate.
- Manage Central Call Centre Application.
- Manage Defence Gateway account issues, acting as first point of contact for account support issues.
- Manage Helpdesk ticketing facility and ensuring that all issues are resolved.
- Assist with the production of training documents and guides.



ACFA is a charity registered in England and Wales (No. 305962) and Scotland (SC039057)

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- Understand what bugs, features etc of each sprint and how long this release will take to deploy.

Criteria	Essential	Desirable	Methods of assessment
Qualifications and Training	<ul style="list-style-type: none"> ▪ High level of administration and IT skills. ▪ Good general education ▪ Evidence of continuing personal and professional development 		Application form, interview, certificates
Experience and knowledge	<ul style="list-style-type: none"> ▪ Experience of working with partners, internally and externally ▪ Accustomed to working under pressure for a demanding team 	<ul style="list-style-type: none"> ▪ An understanding of policy relating to young people ▪ Understanding of the Armed Forces 	Application form, interview, references
Skills and ability	<ul style="list-style-type: none"> ▪ Demonstrable success in establishing effective working relationship across a range of organisations at all levels ▪ Excellent written and verbal communication skills. ▪ Polite telephone manner ▪ Effective interpersonal skills, in particular influencing skills ▪ Ability to work on own initiative ▪ Enthusiasm, flexibility and innovation ▪ Personal credibility and confidence 	<ul style="list-style-type: none"> ▪ Information gathering and analysis skills ▪ Ability to quickly understand an organisation's Management Information System (MIS) 	Application form, interview, references

