

## Armed Forces Officer

## Role Profile

**Service:** Adults Social Care – Adults' Services Directorate  
**Band:** Band 7  
**Reporting to:** Senior Workforce Development Practitioner (Trafford Learning Academy)  
**Responsible for:** No staffing responsibilities



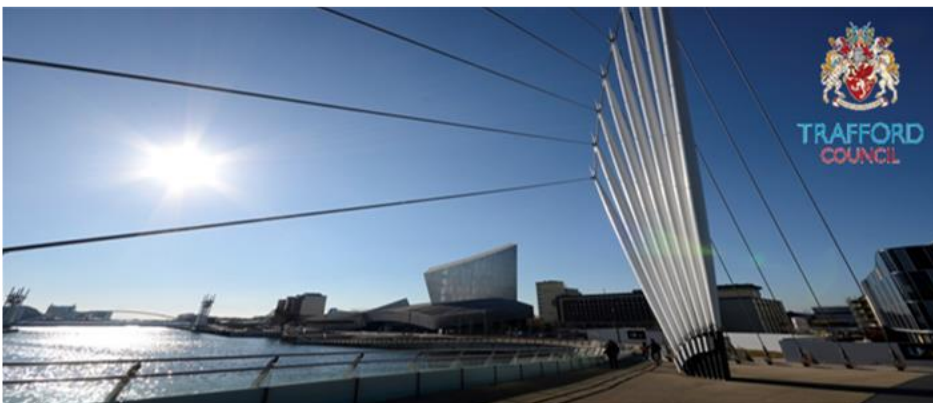
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities prosper***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Your Main Priorities

- Lead the ongoing development and consistent delivery of the Armed Forces Covenant across Trafford, with a particular focus on Housing, Health and Education and to manage all casework in respect of this
- Responsible for improving awareness, understanding and application of the Armed Forces legislation with a focus on housing, health and education, within Trafford Council, Trafford communities, businesses and organisations
- Lead the planning, coordination and facilitation of key events throughout the year e.g. Remembrance Day, Armed Forces Day, Battle of Britain and VE/VJ Days amongst others
- Represent Trafford Council in all matters relating to the Armed Forces with internal and external organisations including the Ministry of Defence; reservists units and the Armed Forces Community
- Lead on the delivery and monitoring of Covenant objectives to ensure that the Council maintains its Gold standard

### Key duties

- Manage all casework in relation to the statutory elements of the Armed Forces Community in line with Government legislation with a particular focus on Housing, Health and Education
- Engage with the Armed Forces Community the MOD and the Greater Manchester Local Authorities Armed Forces Partnership to identify where the Armed Forces Community may experience disadvantage; work with Council Officers to establish policies and practices to remedy any disadvantage
- Provide a dedicated support and development function to the Trafford Armed Forces Partnership which provides a forum and work streams for all local and regional organisations who support the Armed Forces Community, the MOD and reservist units

- Work with relevant officers and members (including the Armed Forces Champion Elected Member) to implement any changes to ensure consistency and that the covenant principles are intrinsic across the partnership
- Lead on embedding this understanding in public sector decision-making for the policy, commissioning, and delivery of public services in relation to the Armed Forces community  
Develop and deliver projects and initiatives that benefit local Armed Forces Community, especially vulnerable veterans, to address inequalities. Including effective monitoring, reporting for expenditure and statistical information as required in accordance with Council regulation and standards
- Be responsible for designing and coordinating public and internal events to raise awareness and promote the Armed Forces. This will include local community development events to mark prominent dates and national events e.g. Armed Forces Day, Armed Forces, Remembrance Day, Armed Forces Blue Plaques and specialist anniversary events (e.g. VJ and VE Day) etc
- Run workshops and other events for local organisations supporting access to funding and promoting the Covenant principles in conjunction with the MOD Covenant Officers. As required develop funding bids for Armed Forces projects with external providers including the Ministry of Defence
- Liaise with local and regional voluntary groups to ensure consistency across all sectors and to inform on Armed Forces Covenant work
- Develop and maintain an engaging communications campaign, which includes a web and social media presence for the borough which raises awareness and offers a high quality signposting and information facility
- Lead on the promotion of the principals of the Armed Forces Covenant, connect with relevant local and national organisations to encourage participation
- Be the key contact for civilian, military and public sector officers to share advice, best practice and peer support in relation to the Armed Forces Community
- Provide, as required, a dedicated support and development function to boards related to this post, such as the Health and Wellbeing Board
- Lead on the delivery of training and information to ensure there is a clear understanding of the statutory duty placed on relevant public bodies exercising specified public functions in the public education, healthcare and housing sectors.
- Prepare and present reports and briefs providing information for consideration by senior officers as required on Armed Forces work
- Attend external Armed Forces events and conferences representing Trafford Council
- Be involved in any other duties commensurate to the grade

## About You

### Qualifications and Professional Development

- A degree or equivalent qualification
- Commitment to continual professional development

### Experience and Knowledge

- Knowledge of partnership working at all levels including an understanding of the organisational structures of public, private and voluntary organisation partner agencies
- Experience of developing, managing and maintaining effective relationships with a variety of staff, stakeholders, and community groups
- Experience of presenting information to stakeholders, voluntary and community groups
- Experience of producing successful external funding bids
- Experience of supporting the successful project delivery, planning and supporting meetings, including accurately recording notes and actions and maintaining key service and project documents
- Experience of internal / external communication, marketing and social media
- Proven experience of preparing quality written material for a range of audiences

### Skills and abilities

- Excellent communication inter-personal and presentation skills, to support the delivery of presentations to a range of audiences
- Ability to support the management and delivery of projects, plan effectively, and work to targets and deadlines
- Ability to engage with a range of stakeholders, to successfully influence and negotiate
- Ability to complete tasks with accuracy and attention to detail
- Ability to write reports and present complex information in an easily accessible and understandable format.
- Ability to work in a political environment.
- To work proactively, respond and react accordingly to unexpected problems and situations and manage a varied workload and tight deadlines

- Proven track record of working as part of a team to deliver results, including the motivation and provision of support to other members of the team
- Evidence of a commitment to ongoing professional development

**Special Conditions**

- A willingness to work flexibly and, when necessary, to undertake work out of core hours and at weekends
- A willingness and capacity to travel to different areas of the borough to meet the requirements of the Post

Date prepared/revised	February 21 – transferred to new template 12.6.23
Prepared/revised by	L Dabbs / C Hay
Job Evaluation	CH 22.02.2021

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.