

RNRMC Job Description

Job title		Responsible to
Business & Operations Assistant (BOA)		Facilities & Operations Manager (FOM)
Department	Post Number	Date Reviewed
Business Operations	1070	09/07/2025

About the Royal Navy & Royal Marines Charity

RNRMC is the Navy's principal charity which exists to support every sailor, marine and their families, for life. We do this by offering grants to and working with, other organisations to deliver programmes that meet the needs of our beneficiaries. We work hard, engaging with supporters to help raise awareness and funds to deliver the outcomes required for today and tomorrow.

Values

In all your dealings, you will be expected to abide by the values of the charity and act as a role model both internally and externally. The values are:

Beneficiary focused	We will use the best evidence available to achieve maximum impact on the lives and morale of those who serve today, or who have ever served, and their families.
Integrity	We will act with honesty and transparency in all our activities.
Commitment	We will demonstrate the highest ambition and commitment for our cause
Inclusiveness	We will recognise and celebrate diversity in the sector
Teamwork	We will always behave in a way that strengthens the sector

Job Summary

The Business & Operations Assistant (BOA) will support the Facilities & Operations Manager (FOM) and the Business Support Officers (BSOs) in the delivery of their roles to ensure the smooth functioning of the Business Operations department. The role will be busy and varied, providing a range of general support services, encompassing a number of different tasks across facilities, IT & communications, office administration support including occasional reception cover, and visitor interaction.

You will be an effective team player with good administration skills, ideally MS365, and a positive can-do approach with previous office or operations experience. You will be personable and approachable with good interpersonal skills, comfortable with communicating with colleagues at all levels. You will be proactive and responsive with an organised approach, demonstrating the ability to plan and prioritise your own workload. You will be calm under pressure and demonstrate a logical approach to problem solving.

The role is mainly office based. RNRMC has a hybrid working policy which offers home-working opportunities.

Responsibilities and Duties

Facilities, Building & General

Support the FOM by:

- Taking responsibility for routine, day-to-day liaison with utility suppliers, taking and recording regular meter readings, resolving day to day issues and escalating issues to the FOM as needed.
- Taking responsibility for raising building maintenance defect work requests with the Maintenance Contractor, monitoring and chasing responses and escalating as required to the FOM.
- Escorting and monitoring contractors whilst on site.
- Acting as the Deputy Building Manager and undertaking the associated duties and responsibilities, attending regular WI Building Managers Working Group and supporting the FOM in the implementation of actions and requirements.
- Ordering stocks of office and welfare supplies and ensuring levels required for day-to day business requirements are maintained.
- Conducting compliance checks and updating and maintaining records.
- Supporting operational and logistical tasks for projects, events etc.
- Assist with office furniture & IT relocation.
- Undertaking Key Holder responsibilities, on in office days, be responsible for the building opening/closing procedures and completing the daily building duties.

Health & Safety

Support the FOC by:

- Completing scheduled compliance checks and administration of records.
- Administering, maintaining, and updating the Health and Safety and Fire logs of the RNRMC Buildings.
- Resetting the Fire Panel control in the event of a false alarm.
- Conducting evacuations for Fire Drills and for “live” events.

Asset Management

Support the FOM by:

- Administering, maintaining, and updating the record of charity assets and ensuring they are in good working condition.
- Logging new assets including IT and software assets, maintaining records of current assets, arranging disposal of assets and auditing existing equipment.
- Labelling assets, equipment checks, organising and arranging equipment in stores.

IT & Communications

Support the FOM by:

- Acting as the primary point of contact for day-to-day staff IT queries, acting as the conduit with the IT MSP (Curatrix), escalating to the FOC as appropriate.
- Attending monthly IT operational meetings when required.
- Supporting with the IT induction process for new staff, ordering IT accounts and equipment, liaising with line managers and the FOC regarding authorisations and requirements.
- Ensuring any audio visual/teleconferencing facilities are in place to facilitate meetings.
- Uploading MOD Communications and Ops comms content to Sharepoint or other appropriate channels.
- On in Office days, taking responsibility for the daily post collection and distribution.

Security

Support the FOM by:

- Arranging and ordering security & car passes for new staff, checking all documentation is fully completed prior to submission and liaising with the HR Officer and HMS Excellent security team as required to facilitate timely completion.
- Arranging and ordering renewal of security & car passes for existing staff, liaising with HMS Excellent security team as required to facilitate timely completion.
- Administering visitor access requests, ordering temporary passes for visitors, collecting and escorting visitors as required.
- Deputising for the FOC at the Security Stakeholders Meeting.

Lease Vehicles

Support the FOM by:

- Being responsible for the day-to-day management and administration of the charity pool lease vehicles and documentation.
- Booking scheduled and reactive maintenance and managing the logistics around this.
- Taking responsibility for administration of maintenance records.

Support to the BSOs

- Be the third point of contact for any incoming enquires to the main RNRMC General Enquiries telephone line and general "TheTeam" inbox. Some enquiries can be difficult and often need a tactful approach ensuring the Charity is professionally represented to the general public and all its stakeholders and calls are efficiently routed to the correct department.
- Report and record all safeguarding concerns in line with RNRMC Safeguarding policy and national guidelines.
- Cover Reception as required, acting as the first point of contact for visitors, including ensuring all CEO and COO visitors are looked after and relationships are maintained.
- Undertake general administrative tasks, including filing, typing, printing, mailing, scanning, etc. as required.
- Take responsibility for managing both kitchen supplies and the Milk Float and ensuring enough tea, coffee and milk etc. is available daily in the kitchen for staff and visitors, purchasing supplies as needed.

Other

- Act as a champion, displaying model behaviours and professionalism in company values.
- Rigorously follow organisational Safeguarding, Risk Management and Health and Safety policy and procedures
- Be a brand ambassador for the Royal Navy and Royal Marines Charity and be able to 'sell' and support the charity to external audiences.
- Support the RNRMC in seeking ways to continuously improve.

Team

- Adopt an 'in it together' team attitude, taking personal responsibility for fostering good working relationships amongst colleagues within the department and across the charity.
- Support the department in inducting new staff members and in developing colleagues.
- Support the department in seeking ways to continuously improve.

BY YOUR SIDE

SUPPORTING SAILORS, MARINES AND THEIR FAMILIES FOR LIFE



Self-Development

- Take responsibility for your own professional development, seeking advice from others for career-based matters.
- Fully participate in the annual Professional Development Review process and one to ones as required.
- Attend training sessions as and when required to ensure compliance with Health & Safety, Safeguarding, RNRMC Policies and procedures or other training programmes as directed.

This description is not intended to establish a total definition of the job, only an outline of the duties involved. You will be expected to carry out any other duties commensurate with the level of the post and which may reasonably be required by the Charity.

RNRMC may amend an employee's duties and responsibilities from time to time and may require you to undertake other duties and responsibilities as are necessary to meet the needs of the Charity.

Person Specification			
	How Evaluated	Essential	Desirable
Evaluation Key: APP = Application AR = Application Review SA = Skills Assessment IV = Interview			
Education & Professional Qualifications			
Minimum of 5 GCSEs including Maths and English	APP	✓	
Experience			
Min 1 year's previous experience in a comparable role	APP	✓	
Interest in IT or willingness to learn	APP	✓	
Knowledge			
Computer literate; proficient in using Microsoft Outlook 365 suite of tools: TEAMS, Word, PowerPoint, Excel	APP/SA	✓	
Knowledge of the charity of military sector	APP		✓
Skills and Aptitudes			
Understanding and empathy for the Royal Navy, Royal Marines and Charity Sector	APP/AR/IV	✓	✓
Demonstrates a strong service ethic with a willingness and desire to support others	APP/AR	✓	
Be able to listen, assess and support people in stressful or upsetting situations	AR/IV		
Motivated and target driven self-starter able to manage a diverse workload and use initiative and problem-solving skills to make decisions within own area of responsibility	AR/IV	✓	
Demonstrates effective organisational and administration skills	IV/SA	✓	
Ability to prioritise, manage a busy workload and multitask whilst managing to meet deadlines	IV/SA	✓	
Ability to work collaboratively with others and effectively as a team	AR/IV	✓	
Demonstrates patience and the ability to remain calm even in a challenging situation	IV	✓	
Demonstrates good interpersonal skills and the ability to communicate in a professional manner both orally and in writing	APP/AR/IV	✓	
Ability to gain trust, confidence and build rapport quickly	AR / IV	✓	
Possesses tact and discretion	IV	✓	
Is flexible and adaptable to the demands of the role	AR/IV	✓	
Works in a methodical and systematic manner	IV/SA	✓	
Demonstrates good levels of accuracy and attention to detail	SA	✓	
Demonstrates the ability to work with high levels of confidentiality	AR/IV	✓	
Full, clean driving licence	APP	✓	
Possess the right to work in the UK	APP	✓	