

UDR Benevolent Fund Outreach Coordinator



Location: Currently Palace Barracks, but could be elsewhere

Status: 5 days per week but see below for flexibility

Salary: £26,480 per annum (under review)

Reporting to: The Secretary of the Board of Trustees

Overall Purpose

To promulgate awareness and provide immediate advice and guidance on the range of services available to UDR veterans in need.

To engage with UDR Benevolent Fund Strategic partners.

To gather supporting evidence for applications for assistance.

To manage Befriending Services

Key Duties and Responsibilities

The Outreach Coordinator's duties (which are not exclusive) are as follows:

1. Create, deliver and update an engagement plan.
2. Develop and build excellent relationships with our strategic partners and UDR veterans
3. Arrange regular meetings with stakeholders to ensure they are aware of how the Benevolent Fund can support UDR Veterans. Record and issue the minutes of these meetings
4. Engage directly with veterans individually, at veterans hubs and at events
5. Assist in developing Befriending Services ensuring strong governance arrangements are in place
6. Manage Befriending Services and recruit Volunteer Befrienders
7. Ensure that any training of Befrienders and statutory returns are submitted on time and are compliant
8. Deal with applications for benevolence within authorisation limits
9. Ensure policies and procedures are in adhered to
10. Stand in for the Assistant Secretary should the need arise

Flexibility

The post holder will work a 36 hour week however some evenings and weekend work will be required

Skills and Knowledge

Essential:

- Have significant experience with people and services with an empathy towards the military or ex-service community.
- Ability to build working relationships and confidently represent the Benevolent Fund
- High standard of written and verbal communication skills
- Good problem solving skills
- Strong understanding of strategic, risk management and business planning skills
- High level of personal organisational skills
- Ability and confidence to tackle unfamiliar tasks to produce solutions to meet the aims of the charity.
- Ability to work on own initiative and meet deadlines
- Comfortable with handling data with a high standard of numeracy
- Strong PC skills (Teams, Zoom, Excel, Powerpoint and Word)

As the post will require travel a valid driving licence and access to a car is essential

Desirable:

- Ideally have a detailed knowledge of how the Veterans Welfare Service Northern Ireland and other stakeholders operate

Please note that the Trustees will interview only those candidates deemed suitable for the post from the information provided. In the event of a high number of candidates qualifying for interview the Trustees may elect to interview only those candidates who possess the essential criteria for the post and who most closely match the desirable criteria as contained in the personnel specification for the post. Any offer of employment is conditional on the receipt of satisfactory references, security clearance and enhanced Access NI check.

Competencies

1. Proven ability to project manage
2. Sound identification of business risks and issues
3. Excellent organisational skills and ability to plan workload efficiently

4. Excellent communication skills – oral and written
5. Excellent interpersonal and stakeholder management skills
6. Excellent problem-solving skills
7. Ability to work as a member of a team and influence stakeholders
8. Ability to motivate and engage others
9. Good presentation skills

Next Stages

Application forms may be obtained at udrbenfund@outlook.com or alternatively by phoning 0772 067 7838.

The closing date for this post is Friday 05th September 2025. Interviews are planned to be held the week commencing 22nd September 2025 and will take place in the R IRISH Museum, Bedford Street, Belfast. Those called for interview will be expected to bring their current valid passport in order that the right of an employee to reside and work in the UK can be verified prior to any job offer. It is anticipated that the successful candidate will take up their position once relevant security clearances are complete.

Completed Application Forms, including a current CV and covering statement demonstrating how you would be particularly suited to this post in no more than 500 words, with an indication of availability to take up the post, should be sent to:

UDR Benevolent Fund, Bldg 89 Clive Road, Holywood, BT18 9QA or alternatively emailed to udrbenfund@outlook.com