

WELFARE SERVICES NAVIGATOR

Permanent, Full Time

Circa £32,000 plus competitive benefits



Do you want to make a difference?

Every year we make a real difference to over 40,000 people who benefit from our services. Working at the Fund is more than sitting at your desk and in this role you will have the opportunity to be part of our RAF Family. Every day you will make a difference and play your part in changing the lives of others and helping people in the RAF Family get through the toughest of times.

It doesn't matter how long someone served or when. If they were part of the RAF, they and their family are part of our RAF Family. We will always be here to support them when they need it most.

Join the RAF Family and play your part in making a difference.

Do you want to play a part in what we do?

People are at the heart of what we do. Together we:

- Help reduce social isolation and loneliness among veterans.
- We support ill or injured men and women to have a safe place to call home, a home that meets their specific needs.
- We fund youth services on stations to provide clubs and activities for the children of serving personnel who move every few years.
- We provide grants to help with the cost of living. But this is just a few of the ways we help.

We are looking for a compassionate and adaptable individual with a background in welfare delivery. The ideal candidate will be highly organised, analytically minded, and an effective communicator.

As a Welfare Services Navigator, you will be on the front line of the organisation, providing essential support to beneficiaries through our helpline, email, and web chat services. You will advise members of the RAF family on the financial assistance and support services available through the RAF Benevolent Fund, guiding them on how to access these resources when needed.

The successful candidate will be proactive, with experience of working with people in a supportive capacity. They must be able to engage sensitively and professionally with individuals of all ages and backgrounds. A solid level of administrative experience is essential, ideally gained within a welfare or support-focused environment, along with confidence in using CRM IT systems.

The role will be office based at our London HQ, with a minimum of three days working in the office per week. The successful candidate for this role will need to be Basic DBS checked and prove they have the right to work in the UK.

To apply, please [click on this link](#) and send your CV, together with a cover letter detailing why you believe you are suitable for this role, providing examples of how you meet the job profile when you apply through our recruitment portal.

The closing date for applications is **Tuesday 16th December 2025, 5.00pm.**

A copy of the Fund's Candidate Privacy Notice can be found on our [website](#). As an equal opportunities employer, the Royal Air Force Benevolent Fund is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. The Fund takes safeguarding seriously, and appropriate background checks will be completed. You can find out more about our commitment to safeguarding on our [website](#). The RAF Benevolent Fund follows Safer Recruitment practices as it strives to ensure that everyone who comes into contact with the Fund will be protected from harm. The successful candidate for this role will need to be Basic DBS checked and prove they have the right to work in the UK. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the Fund.

The Royal Air Force Benevolent Fund is a Registered Charity (No. 1081009).



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2025

Proudly supporting those who serve.



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