

WELFARE NAVIGATOR

Permanent | Full Time | Circa £32,000 + Excellent Benefits

Location: London



Make a Difference Every Day

For more than 100 years, the RAF Benevolent Fund has been supporting the RAF Family. We are a key partner in the Royal Air Force's mission to look after its people during and after service, ensuring that this service is valued, recognised, and people are supported even when uniforms are eventually shed. We are a national charity with international reach, delivering emotional, financial and practical support wherever and whenever it is needed. Each year, our vital services and support continued to help those serving, families, veterans, and the bereaved, in 30 other countries and in 2024 more than 64,000 people benefitted from the charity's work.

As an organisation, we encourage learning and development and there will be ample opportunity to learn more about the Royal Air Force, the broad impact of the Fund's work as well as developing your own skillset.

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

People are at the heart of everything we do. Together, we:

- **Provide personalised support** to members of the RAF Family – listening carefully, offering guidance, and tailoring our services to individual circumstances so no one is left behind.
- **Improve quality of life** for serving and former RAF personnel and their families through life-changing financial assistance, housing support, and help with essential living costs.
- **Increase independence** by enabling members of the RAF Family to live life on their own terms, whether through mobility equipment or housing adaptations.
- **Enhance wellbeing** for those who serve and have served, and their families, through mental health and emotional support, youth programmes, and restorative respite and holiday breaks.

About the Role

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 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.

Additional Information

- Must have the right to work in the UK.
- Basic DBS check

How to Apply

Click [\[here\]](#) to submit your CV and a cover letter explaining why you're the perfect fit, including examples of how you meet the job profile.

Closing Date: Wednesday 14th July 2026, 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.



Registered with
**FUNDRAISING
REGULATOR**