



OUR IMPACT

2017-2018



BUCKINGHAM PALACE

My family has had a connection with the Officers' Association since 1921, when my grandfather, King George V, granted the charity a Royal Charter. As Patron, carrying on from my father, it gives me pleasure to continue this long association.

The charity was founded after the end of the First World War, to address issues with former officers finding alternative employment because of demobilisation. The subsequent period has seen countless conflicts, and the dedicated service of all in our Armed Forces. It is of reassurance to many that the Officers' Association, alongside the support provided by other charities, continues to assist those who have held my commission when they need advice or help.

For former officers and their families, the opportunity to seek guidance when transitioning to civilian life remains of great value, and I send my best wishes to the Presidents, Trustees and the charity's staff for the years ahead.

ELIZABETH R.



Why We Exist

We exist to help officers find employment and to provide advice and financial support to relieve hardship amongst those who have held a commission in the Armed Forces, their families and dependants.

As the only Tri-service charity dedicated to working with the officer corps, we support serving, reservist and former officers to enable them to achieve a sustainable and fulfilling transition from military to civilian life. We proudly champion the skills and qualities of the officer job seeker to employers.

For former officers and their families, their widows/widowers and dependants, we provide advice and, where needed, financial support to ensure they are able to live with dignity and without hardship. We provide a confidential and impartial service to those who need our support.

During the past financial year:



1,586
New registrants to
OA Employment
Services



3,892
Grants and financial
transactions were made
to support people in need



644
Officers received
one to one career
consultations
with us



389
New people were
helped with grants
and support

Here to Serve

“

Quietly effective. That's my view of our OA, where I am privileged to have taken on the role of Senior President. Since our inception, we have moved with the times and worked alongside other organisations to provide benefit for the people we serve.

The pace of change has never been more challenging. We should be proud of the leadership we are providing in meeting those challenges. It is a most worthwhile task, and I offer heartfelt thanks to those who are engaged in its delivery.

Vice Admiral Sir Richard Ibbotson KBE CB DSC DL
Senior President

”



“

I want to thank the OA for their invaluable advice, assistance and encouragement. I found the CV guidance and LinkedIn/networking tips were crucial to my successful outcome.

Richard Sanders
Former Army officer

”

Supporting officers for nearly a century

Formed in the aftermath of the First World War, we continue to support transitioning and former officers to live independent and fulfilling lives.

Despite the sacrifices made for their country, thousands of officers returned home to face unemployment and destitution. Mass demobilisation into a damaged economy had led to widespread hardship. Whilst this had been recognised by the Government with the provision of an early form of unemployment benefit, commissioned officers were excluded.

The founders of the Officers' Association (OA) were determined that the living and the loved ones left behind after the First World War should not be forgotten. In 1921, the OA assisted 24,221 cases financially; this number dropped to 18,340 the following year, but the Charity came under increasing demand, long beyond the original anticipated need.

From its inception, the Royal Family had taken a close interest in the OA's work: King George V became its first patron, a role graciously accepted by all his successors.

In February 1921 it was calculated that two thirds of the UK's one million unemployed were ex-servicemen. Although the challenges of the employment market today are not as great as in the 1920s, transitioning from the Services into civilian employment can still be difficult. Many veterans and their dependants also face difficulties arising from bereavement, divorce, separation or financial problems.

As the next hundred years begin, the OA will continue to work alongside other charities to ensure nobody who has served their country is ever forgotten.

Founders of the Officers' Association



Admiral of the Fleet Earl Beatty



Field Marshal Earl Haig



Marshal of the Royal Air Force,
Viscount Trenchard

“

If you've done three tours of Afghanistan, how do you actually put that on your CV and get somebody who knows nothing about the Armed Forces to realise what skillsets you've got? That's where the Officers' Association comes in and does an amazing job in turning people who are fantastic warriors into people that can then work on Civvy Street.

”



Tobias Ellwood MP
Minister for Defence People and Veterans
and former Army officer





EMPLOYMENT

We **understand** officers and their value

5,425 registered to use OA services



We are **dedicated** to providing them with tailored support

1,125 one to one career consultations and CV reviews delivered



We **unlock** their unique skills and abilities to drive business forward

Over 1,100 jobs posted onto the OA Executive Jobs Board



Understanding officers and their value

We work with officers to help them achieve sustainable employment that feels right and matches their skills and individual circumstances.

We work with officers to capitalise on the training and skills they develop in the Armed Forces and we partner with employers to help them understand the value of this unique talent pool. Our aim is to help officers thrive in the commercial world.

Our Employment Services have evolved to match officer job seekers with employers. The Employment team is there from the start of the officer transition journey, providing advice and guidance at every stage. From the moment they contact us, officers have access to our tailored services, so they can plan, manage and succeed in their transition to civilian life.



“ Our aim is to provide a better understanding of career options so job seekers can take their next steps with confidence. ”

Lee Holloway
Chief Executive Officer

PLAN

We recognise that each transition is unique so we encourage all Service leavers to have a one to one career consultation.

Meeting with an OA career consultant provides an impartial insight into possible career paths available. With their strong links to military and business, the team are able to identify the next steps.

We gave
1,688
hours
of careers advice
to officers.*



MANAGE

Our events, networks, webinars and online content are all designed to provide officers with the knowledge they need to progress. We help officers recognise the value of networking and we create events where they can develop their own contacts. We partner with employment experts to report on the latest trends and opportunities available.

Wherever officers are in their post military career, they are welcome to return to the OA for a second or third career consultation.

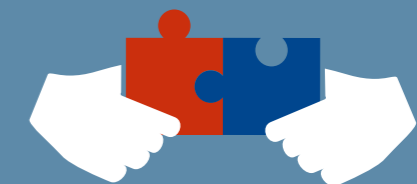


We reported over
101,375
people visiting
the OA website.
(unique visitors)

SUCCEED

Through the OA Executive Jobs Board we have built a platform to share career opportunities that are suitable for officers.

Combined with our tailored career expertise, online knowledge and events, we work to provide the tools to help officers achieve sustainable employment in a role that feels right, and takes into account individual circumstances and skills.



We worked with over
300 organisations
to build career opportunities for officers.

*Based on conducting 1125 career consultations and CV reviews, average interview amounts to 1.5 hours.

Meeting with the OA gave Jake Barker a new perspective on his civilian career

Jake left the Army as a Captain in January 2018 and now works for The Office Group as Head of Information Security.

What was your military career highlight?

Probably a six-month close-combat tour of Kandahar Province, Afghanistan, in support of Special Forces. I went on to be commended for my leadership and bravery by the Prime Minister.



What steps did you take during your transition?

During resettlement I gained the Information Security Management Principles (CISMP), CompTIA qualifications, the Investment Management Certificate (IMC), PRINCE2, and Agile. I also became a Chartered Manager.



What OA services did you use?

I initially attended the OA Officers' Careers Forum, and this gave me a great perspective on what jobs were out there, particularly beyond the standard consulting, insurance, and finance roles. From there, I followed up with an invaluable one to one interview with an OA career consultant.

How did you secure your first civilian job?

Through networking and learning. Investing in networking got my foot in the door, investing in learning and upskilling got me the role.

Why cyber security?

I wanted to work in a really tech-focused industry, where my previous security experience and mind set would be valuable.

Were there any barriers to work and how did you address them?

I had no previous experience in cyber security, having been in the infantry for seven years. But I did have a lot of experience in security, counter-intelligence, and reconnaissance. I recognised my lack of cyber security experience was a barrier, but I positioned myself as a different type of leader within cyber security – one who had a different set of skills and experiences.

What transferable skills did you gain in the military?

There is a huge demand for leadership and communication skills amongst cyber security professionals, particularly as executives at board level become increasingly involved in information security decisions. You have to communicate well and have the integrity to stand your ground when questioned on decisions.



"I came to the OA and met with a Career Consultant who helped me understand what life was like outside of the Armed Forces, and the possible career paths I could pursue."

Mike Klidjian, former Royal Navy officer and author of the novel *Bluestreak*



"I was told about the OA at a CTP workshop and booked myself in for a free career consultation. It really helped me to manage my transition and understand how to embark on the next steps. It is good to know that I can always go back to the OA for further support."

Paul Coverdale served in the Royal Navy and is now a freelance Sustainability Consultant

"I would encourage anyone, no matter what stage you're at, to take advantage of the excellent services provided by the OA."

Sarah Pittaway, former Captain in the Royal Signals

Nigel Hare, OA Operations Director, addresses attendees at an OA Careers Forum.

More Success Stories



Antony Thompson was medically discharged from the Royal Marines, but an OA career consultation provided the turning point he needed to find new employment.

“The OA helped me to realise that networking is vital for building a new career. There is no substitute for meeting people in real life. Building a strong network keeps you on the pulse of the latest career trends.”

Antony completed project management courses and applied for jobs. However, without commercial experience, his CV did not clearly demonstrate how he could add value to a business. He approached the OA and had a career consultation. He then attended several OA networking events, meeting other former officers facing similar challenges.

His networking led to a contact recommending he apply for a Management Consultant role, which he secured after an interview.



Nick Channer, a former Chief of Staff for British Forces Germany, networked with confidence after attending an OA career event, which led to his first civilian role.

“The OA Employment Careers Day in York was excellent and the foundation of my networking success. It gave me my first contacts outside the Army and the confidence and skills to network effectively. I really recommend this event to other service leavers.”

Nick served for 35 years, spending the last four year managing the Army’s move back to the UK. He knew networking would be vital in launching a new career, and contacted the OA to attend key career events.

Nick was introduced to BuildForce, an alliance of construction employers, industry bodies and Service charities that connects veterans with job opportunities. Via BuildForce, Nick was interviewed at Wilson James Limited, which provides security services for organisations and sites across the UK. The company was expanding and recruited Nick as Chief of Staff, to support the day-to-day running of the business and strategic planning.



Gemma Jones was an Acting Lieutenant Commander and is now a Military Recruiter for Amazon.

“My career consultation really helped me to improve my CV.”

Gemma was the Gunnery Officer on HMS Brocklesby during the Arab Spring, and completed a tour of duty in Afghanistan as a Cultural Specialist for Camp Bastion. She left the Royal Navy because she wanted a more flexible approach to work, especially as a mother of two young children and with a husband who is often away at sea.

After registering with the OA, Gemma accessed the Executive Jobs Board, watched several webinars and had a one to one career consultation. She also attended several open days promoted by the OA, including at Deloitte and Barclays.

After a short resettlement period, Gemma was successful at interview at Amazon and is taking up her new role as Amazon’s UK Military Recruiter.



Ashley Stevenson is a retired Air Commodore and is now a Military Adviser to businesses.

“The OA provided good support during my transition. I still regularly check the Executive Jobs Board and read their email newsletters to keep up-to-date with the latest opportunities and careers advice.”

During his 37 years in the RAF Ashley was a Harrier pilot, served in Sierra Leone and Afghanistan, and was Commandant of RAF College Cranwell. On leaving the Armed Forces, Ashley sought a flexible approach to work that a portfolio career provides.

Ashley registered with the OA, had a career consultation and CV support. He also attended an OA employment event and signed up to the weekly newsletter.

He became a part-time military consultant for the Army & Navy Club, which he first saw advertised in the weekly email. His current role is UK Military Adviser to Ocean Software, an Australian company that supports defence markets globally.

Developing career opportunities for officers

We work with employers to help them understand how best to recruit veterans and to highlight the benefits of doing so.

Engaging with employers helps us to build career opportunities for officers. Highlighting the benefits veterans can bring to an organisation helps employers make the business case for recruiting from the UK's military talent pool. In the longer term, these benefits enable employers to build internal military recruitment programmes that allow veterans to succeed in the civilian work place.

Last year we worked with over 300 employers to highlight over 1,100 officer job vacancies. Our career workshops allowed employers to meet officers, discuss job roles, and undertake interviews and CV appraisals. Our employer-led programme of workshops and insight days brought employers together to share knowledge and best practice.

NHS DELIVERING INSIGHT DAYS

Sarah Mortimer, Head of Recruitment for St George's NHS, attended an OA Military is Good for Business workshop to understand how best to access veterans' skills and experiences. Subsequently, they have organised their own insight days leading to Service leaver recruitment.

Sarah said: "Understanding how to run the Insight Day was key to successfully recruiting from former military personnel."

RAISING THE PROFILE OF RECRUITERS



Gillian Russell, Military Program Manager at Amazon EU and a former Royal Navy Logistics officer, presented at the OA's York Symposium and works with the OA to recruit former officers.



Gillian said: "We actively recruit veterans at Amazon because we know how great they are for our business. We recognise that the skills you get when you are serving are very transferrable into Amazon's operational environment."

RECOGNISING THAT MILITARY IS GOOD FOR BUSINESS

Deloitte. Chris Recchia, Partner and lead for Deloitte's Military Transition and Talent Programme and former Army officer said:

"We've found that employers who go out of their way to hire veterans will rarely hesitate to recommend them to others. The experiences of organisations that hire veterans should send out a strong message to all other employers; every career in the Armed Forces forges transferrable skills that are more critical for businesses than ever before."



The OA has worked closely with Highways England over the past 12 months, helping former officers to find roles at the government company, responsible for managing, operating and improving England's motorways and major A roads. This relationship has become increasingly strategic with the OA supporting Highways England's military recruitment initiatives.

In March 2018, Highways England participated in a panel discussion at our Bristol Project Management Workshop, which directly led to a Service leaver being hired. Together we developed and ran an Insight Day, which resulted in another officer being recruited. Highways England has since been involved with several other OA related activities.



Natalie Jones, Resourcing Specialist at Highways England heads its ex-military agenda, said:

"We value highly the leadership, project management and fortitude that officers can bring to Highways England. Working with the OA enables us to capitalise on their talents, and at the same time provides Service leavers with invaluable opportunities."



BT has worked closely with the OA for several years, and has been an industry leader in recruiting Service leavers. Their immense contribution led to BT being presented with the OA Employer Recognition Award.

BT's Transition Force, a peer-to-peer employability support programme, helps all members of the Armed Forces community in their search for the right civilian career. Openreach recruitment of Armed Forces leavers and veterans has placed over 3,000 ex-forces personnel into engineering roles since 2011, making 20% of total hires in 2017 and 2018. A significant proportion of its Accelerated Leadership Programme entrants were former officers.

Mark Arscott, Head of Military Engagement at BT said:

"The OA Employer Recognition Award has further helped to raise the profile of BT's Armed Forces support programme. It reminds us all of our continuing and tangible achievements in supporting former military personnel and enables conversations with senior leaders who might otherwise be unaware of the full extent of our commitment. Within BT Security, we have appointed a full time manager to operate our cyber security military talent scheme for 2019 – which the OA has been instrumental in helping us develop."

Our Research

Veterans Work: Moving On reveals that where veterans choose to live has a major impact on finding the right job post transition.

The second report in the Veterans Work series surveyed 1,786 UK veterans who had transitioned in the past 10 years. It seeks to examine the factors that motivate veterans when making the transition from the military to the civilian job market. It reveals that where veterans choose to live has a major impact on finding the right job post transition.

The first report had highlighted the wealth of potential and skills in the ex-service personnel talent pool and the commercial benefits to the organisations who hire them.

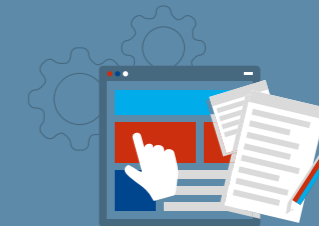
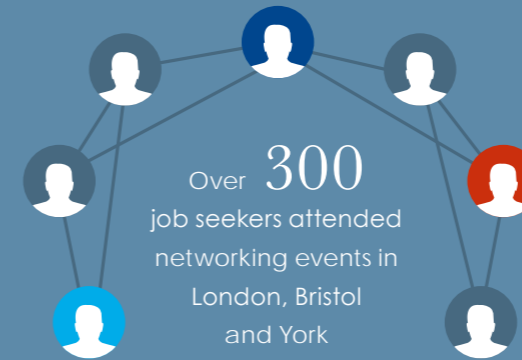
Download the reports:
www.veteranswork.org.uk



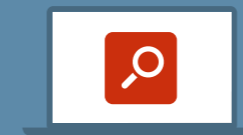
- Military service improves your chances of finding employment, with veteran employment rates at **81%** being higher than the national average of **75.5%**.
- While employment rates for veterans are higher than the national average, the report found that more than a quarter of veterans living in Wales, Scotland and Northern Ireland said finding employment was **'very difficult.'**
- Half of those veterans who live in **London**, describe their experience of finding the right job as **'easy.'** Despite the relative ease of finding jobs in the capital, just **8%** of veterans are now living in **London**.
- The most popular place for veterans to live is in the **South West**, with nearly a quarter of respondents living there. This reflects the fact that the region is home to some of the most populated military bases.

The Veterans Work series of research was commissioned by the OA, Deloitte and Forces in Mind Trust (FiMT), a consortium dedicated to improving the understanding of veteran employment.

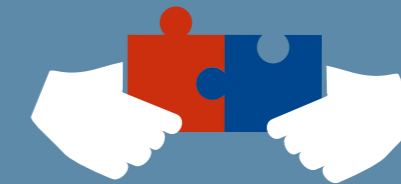
Employment 2017-2018



1,586
 New registrants to Employment Services during the year



1,110
 Jobs posted onto the OA Executive Jobs Board



5,425
 Clients accessed OA Employment Services



1,125
 One to One Career Consultations and CV Reviews



39
 Webinars delivered offering insight into different aspects of civilian employment



624
 Registered OA Network Contacts able to offer industry and networking advice to jobseekers



GRANTS and WELFARE

We **believe** those who have served, and their families, should have someone who understands their background and individual needs

We managed **15,848** interventions with former officers and their families; calls, enquiries and contact and reached 2,729 people



We **provide** practical guidance and emotional support through difficult times

185 people were supported with home repair and maintenance grants to make their homes warm and safe



We **maximise** the help available to beneficiaries to improve their lives

£302k in funding from co-operation with other charities



Access to Support when Needed

With a decline in state support and a lack of specialist help, former officers and their families often have to face challenging times on their own.

Our Grants and Welfare Team helps beneficiaries access the support they need. In the last year, we supported 1,066 people, from funding care home costs to buying white goods. We offered confidential and impartial advice, signposting to other organisations and providing access to means tested financial support.

ASSESSING NEEDS

Each case is different and our top priority is providing the right support. We offer a personalised approach and talk to our beneficiaries to help them overcome difficulties. Each beneficiary has a Grants and Welfare Manager who handles their case.

Volunteer Honorary Representatives (Hon Reps) visit beneficiaries in their home to discuss their circumstances and, where necessary, re-visit for an annual review. Need does not always stop after twelve months and we will continue to help as required.

Our process is transparent and consistent to ensure impartiality and financial responsibility:

- An initial assessment of need
- Support during the application process
- Approval of financial support
- Delivery and reconciliation of grants
- Evaluating and recording outcomes.

FINANCIAL SUPPORT

We award grants either as a one-off or regular payment depending on the person's needs. Over the last year, we have delivered £1,383,000 in grants. Regular grants can go towards the general cost of living, as well as financing care support. Our one-off payments have covered many costs, including car repairs, funeral costs, rent arrears and white goods.

WE WORK WITH OTHER CHARITIES

Beneficiaries' needs can often be complex, requiring the support of multiple organisations. We work with other charities to help deliver this support and this last year saw that 27% of all grants paid to beneficiaries came from funds provided by other charities. This co-operation helps us to work efficiently and maximise the grants available quickly to beneficiaries.

Grants and Welfare 2017-2018



£1,383,000*
The total amount paid out in grants this year



111
Of the 1,066 people we look after, 111 of them live overseas in 27 different countries

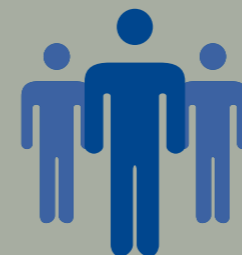
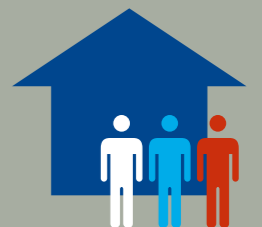


631
People have been supported through one-off or regular grants



3,892
Total number of financial transactions paid during the delivery of our services to beneficiaries, charities and suppliers

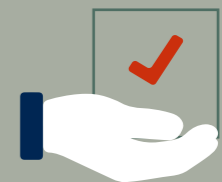
316
Hon Rep visits to beneficiaries in their homes



1,066
Cases, 389 of which were new this year

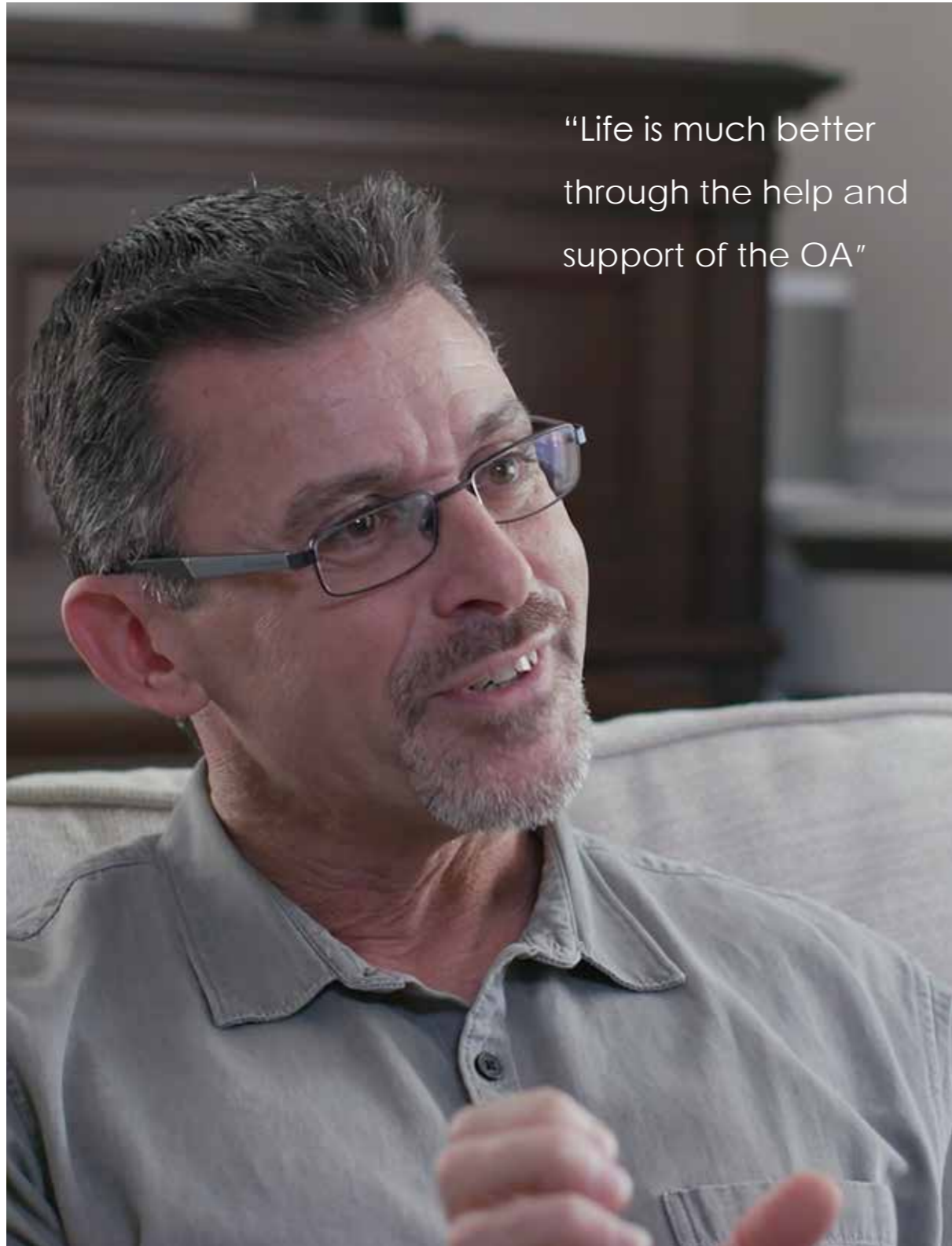


52
People were supported with grants to help with bathroom adaptations, stairlifts, wheel chairs and riser recline chairs



37
People were assisted with top-up grants to help with care home fees and a further 4 people assisted with the cost of receiving care at home

*Money committed might not be paid in the same reporting period.



“Life is much better through the help and support of the OA”

OA beneficiary Wayne photographed at home, 2018

Wayne’s Story

Sharon served her country and always cared for people. When she died, her husband was left to raise their young son. This is his story.

Wayne met Sharon in 1998 at the hospital where they both worked and they were engaged within three months. Wayne, aged 49 and living in Aldershot, Hampshire, described Sharon as an “Extremely enthusiastic and happy sort of person – it was full on or nothing – and very smart.”

In addition to his grief, Wayne faced being left as a lone parent and having a reduced household income.

HOW THE OA HELPED

We initially helped Wayne with a contribution towards the funeral costs. We subsequently provided additional grants to help him and his son with living expenses. Wayne also knows that he is able to contact the OA for advice and guidance.

MILITARY CAREER

Sharon was a qualified NHS nurse when she joined QARANC (Queen Alexandra’s Royal Army Nursing Corps) in 1999 as a commissioned officer. She was an intensive care unit and theatre nurse, rising to the rank of Captain. Her military career included several tours of Kosovo and going to Africa as part of an ongoing medical aid team to tackle malaria. After serving for nine years, Sharon left the Army and worked in a GP practice.



OA IMPACT

The OA’s impact on Wayne’s life has been significant.

Wayne said: “Life is much better through the help and support of the OA. It has given me more confidence in myself and life in general, and the future. I think that shines through and I think my son has picked up on that, so we’ve grown closer.”

COPING ALONE

In 2011 Sharon suffered an accidental head injury at home and died as a result of her injuries.

Wayne said “It was the worst day of my life. This isn’t fair at all – a caring person who served her country and looked after people, why has this happened? How are we going to cope?”

Watch Wayne’s story at:
www.officersassociation.org.uk

It's been a BUSY YEAR



Networking Workshop, Leeds



Veterans Work: Newcastle Roadshow with employers
Regional launch of findings to raise the profile of veterans in the North-East



OA Employer Recognition Award presented to BT



Wayne's Story Launched
Spouse of a former Army captain shares how the OA have helped him and his son

45
events delivered
through the OA for
Service leavers



Employment Symposium
Employment Careers Days held in York and London



Inter-Services Triathlon
Sir Richard Ibbotson presents winning prizes



LinkedIn Workshops:
OA delivered 7 workshops for officers and their spouses, including two at Catterick



BFBS Radio Interviews
Over 30 weekly career broadcasts from OA career consultants shared nationally

26,400
Views of OA content
on YouTube



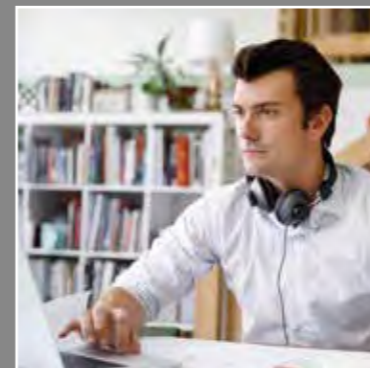
Sophie Faldo Interview
Interview with the Great British Bake Off Winner and former Army Captain



An evening with Rory Underwood, Bristol
Rory delivered an insight into his career



Shrivenham Defence Academy Families Day



Career webinars
We ran 39 webinars throughout the year

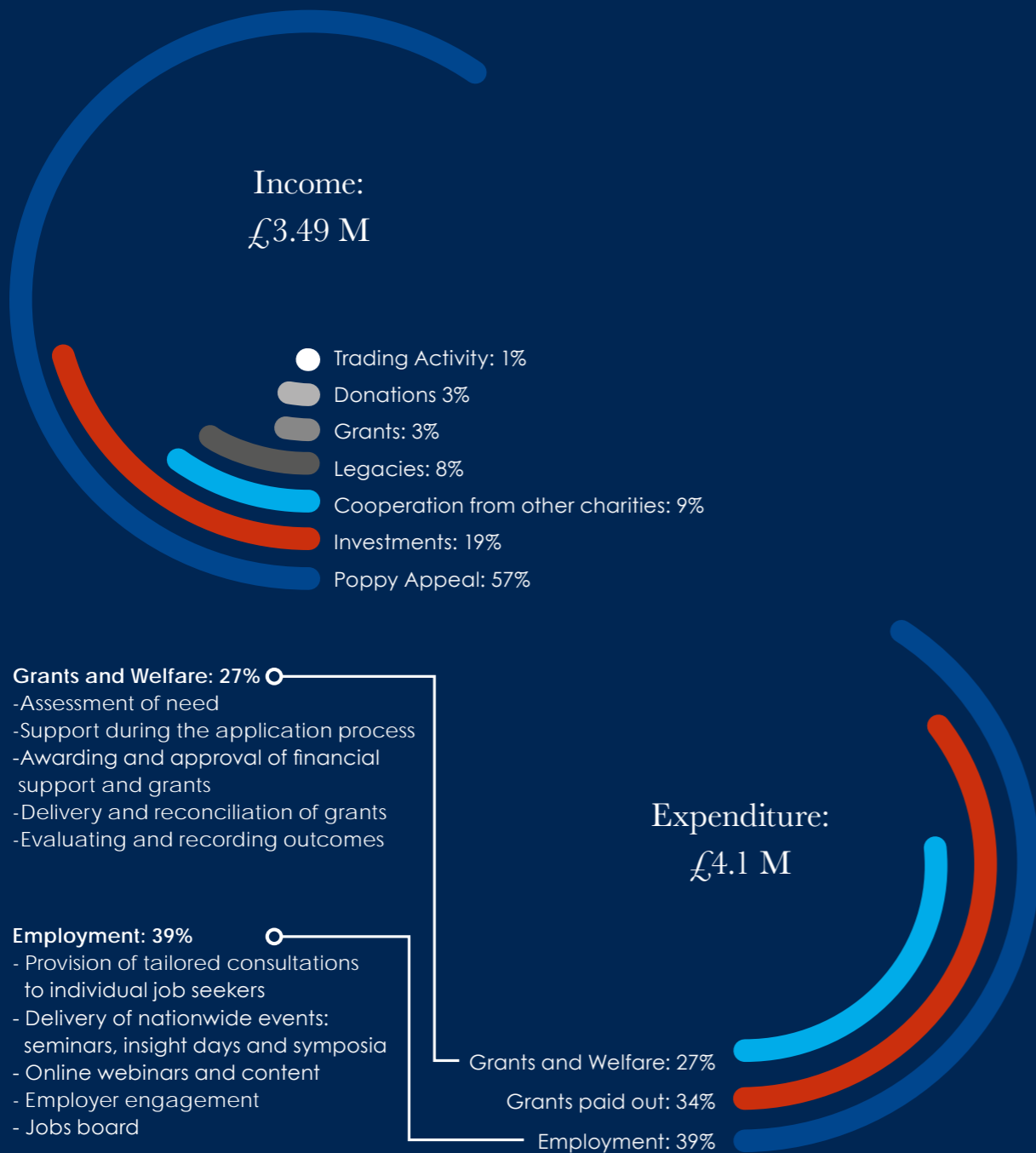


Regional Veteran Networks
The OA has facilitated the development of 7 networks and hosted 5 events to support their expansion

22,000
Views for OA
webinars



Income and Expenditure



Our Focus Next Year

Working with other charities

Nº1

Our commitment to effective co-operation with other charities and organisations helps to generate augmented payments which directly benefit our veterans and their families. As a member of Cobseo, the OA exchanges advice, guidance and best practice.

Expanding employment opportunities

Nº2

Working and partnering with employers generates job and work opportunities for our veterans and employer-led CV reviews are highly valued. We will continue to engage with employers at all levels and are committed to running workshops, networking and career pathway events to bring more employers and Service leavers together.

Championing officer skills

Nº3

We know how valuable officers' skills are in helping organisations. Leveraging officers' distinct abilities to meet the challenges of business and society is what we do best. We will continue to promote the benefits of recruiting veterans to key influencers.

Research into the needs of veterans

Nº4

We recognise that employers want to recruit veterans. We therefore need to understand more about the issues facing Service leavers as they transition from the military and enter civilian employment. Work has progressed on the 'Understanding 50+ Service Leavers' research project, and we continue to collaborate with Deloitte and Forces in Mind Trust (FiMT) on Veterans Work.

Thank You



Our purpose at the OA is to ensure officers who have served their country are supported when needed.

We would be unable to help officers transition into successful civilian careers without the active support of employers. Thank you to every organisation that has provided jobs, work placements and other career opportunities for officers. This includes former officers now in new careers, who assist Service leavers with taking their next career steps.

The Honorary Representatives (Hon Reps) are vital to our Grants and Welfare work, visiting beneficiaries in their homes to assess their situation. In addition to their proficiency, many of the Hon Reps are former officers, or have a personal connection with the military, giving them a dedication I find impressive. They are the crucial link between our beneficiaries and staff.

We are grateful to our Trustees for their advice and guidance, helping the OA to stay in good health.

Most of all, I want to thank each and every member of staff at the OA. Their enthusiasm and professionalism means we can provide a level of support our founders would never have thought possible in 1920.

Lee Holloway
Chief Executive Officer



Lee Holloway OA CEO, The Rt. Hon. Tobias Ellwood MP and Alastair Singleton OA Trustee, attending the Officers' Careers Forum, hosted by Deloitte, 2018.

Contact Us

To arrange a career consultation at your nearest OA office please call 0117 906 3580 or email: client.admin@officersassociation.org.uk

Register for OA Employment Services via www.officersassociation.org.uk

To speak to us about our Grants and Welfare support please call 0207 808 4175

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Bristol

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York

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Join our growing social communities



FRONTLINE
marketing & public relations



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The Officers' Association is a registered charity in England and Wales (no. 201321). The information used in this report is taken from the audited OA Annual Report 2018 unless otherwise stated.
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