

JOB DESCRIPTION

Department:	Grants Services – Grant Delivery	
Job Title:	Grant Delivery Administrator	Grade: B
Responsible to:	Grant Delivery Team Leader	Date: March 2021
<p>Purpose of job: To provide an accurate and timely administration service, following departmental processes, ensuring grant decisions can be delivered to support families in line with Family Fund procedures, guidelines and policies. The role primarily involves all administration tasks linked to processing work for Government and/or non-Government grant schemes. The role will primarily involve administration work, general office duties, email management and telephone calls.</p>		
<p>Duties and responsibilities:</p> <ul style="list-style-type: none"> • Provide administration support to the Grant Delivery Team/s including general administrative tasks, telephony duties and email management. • Deal with incoming and outgoing post; of both paper and electronic nature for the relevant grant schemes. • Communicate in a professional and timely manner with families and third parties adhering to process and brand guidelines and department timescales. • Provide relevant information and assistance to all families/customers/ third parties, appropriate to enquiries. • Escalate queries appropriately to relevant colleagues in line with department processes and guidelines. • Input all details linked to registrations and applications for grant schemes onto the appropriate Family Fund database, with speed and accuracy, and within determined departmental performance targets. • Undertake registration activities of appropriate professionals to relevant grant award schemes working within agreed timescales. • Complete all relevant activities and initiate further requests for additional information as necessary to determine family eligibility for grants/services. • Deliver grants and services, efficiently and effectively, following Family Fund’s policies and within performance targets. • Escalate applications/registrations to the relevant person, when necessary. • Identify and process urgent applications, checking that the application form has been completed correctly by the referrer and that it meets the urgent scheme criteria. • Support the Grant Delivery teams in suggesting improvements to processes. • Ensure all documents are filed in accordance with agreed procedures. <p>General</p> <ul style="list-style-type: none"> • Carry out other appropriate duties as required by the Grant Delivery Team Leaders or Managers. • Use the most effective communications media in a professional manner when dealing with families, third parties and others. 		

- Co-ordinate with all other departments and colleagues to ensure the effectiveness and efficiency of Grant Delivery.
- Attend meetings and training sessions as required.
- Maintain knowledge of and adhere to data protection and safeguarding policies and procedures in every aspect of role.
- Welcome visitors and receive deliveries, in the absence of the Facilities Officer.

PERSON SPECIFICATION

Department:	Grant Delivery	
Job Title:	Grant Delivery Administrator	
	Essential	Desirable
Experience	<ul style="list-style-type: none"> • General office administration experience in a customer service environment. • Working to performance targets in a fast paced environment. • Experience of communicating with stakeholders/customers via telephone and email. 	<ul style="list-style-type: none"> • Experience of using and updating databases and IT systems. • Work with criteria based decision-making in a process orientated organisation.
Skills, knowledge and abilities	<ul style="list-style-type: none"> • Fully competent in Microsoft Office and Windows based computer systems including basic skills in Microsoft Word and Excel. • Excellent administration skills, with fast and accurate data entry/keyboard skills with a good attention to detail. • Able to accurately and methodically make processed decisions according to documented policies. • Good written and verbal communication skills, including a professional, friendly and polite telephone and personal manner with a positive and proactive approach to resolving queries. • Excellent organisation, prioritisation and time management skills. • The ability to work effectively, independently and as part of a wider team. • Ability to work under pressure, to deadlines and performance targets. 	<ul style="list-style-type: none"> • Knowledge of social welfare issues and terminology. • Understanding of the work of professionals supporting families such as social workers, support workers, teachers and health professionals. • Understands some of the social welfare challenges impacting children and young people.
Education and Training	<ul style="list-style-type: none"> • General education to GCSE standard or equivalent. 	
Personal attributes	<ul style="list-style-type: none"> • Self-motivated and reliable. • Takes ownership of work related problems. • Supportive of colleagues. • Flexible and resilient to changing work patterns and conditions. • Commitment to Family Fund's values. • Commitment to equality, diversity, inclusion and fairness for all. • Commitment to safeguarding. 	