

Grant Assessment Officer – Job Description

Role information

Department: Family Fund Business Services (FFBS)

Job Title: Grant Assessment Officer

Grade: C

Responsible to: Operations Team Leader

Date: February 2024

Purpose of the job:

Responsible for all aspects of grant application processing from initial administration through to delivery of grant decisions including assessing the eligibility of applications for all grant schemes administered by FFBS on behalf of clients. Reviewing and assessing applications by telephone and via digital channels. Maintaining detailed knowledge to implement and enforce the scheme criteria consistently across the programmes, adhering to the scheme guidelines in all cases. Responding to queries from scheme agents and beneficiaries, alongside benchmarking applications to ensure that they meet the required standards.

Duties and responsibilities

Role Specific

- Process all applications received via telephone and online, working to service levels and meeting delivery targets.
- Maintain up to date knowledge of the grant scheme guidelines and processes to determine that information provided is complete and accurate.

- Use information provided on application forms to assess against scheme guidelines and decide if eligibility criteria is met or if further information is required; evidencing sound reasoning. Record accurate notes on each application and initiate activities to request further information as necessary to determine eligibility.
- Maintain knowledge of external support providers and signpost applicants and agents to these services where appropriate.
- Prioritise emergency applications.
- Develop and maintain good working relationships with the scheme agent network, support them to complete applications, respond to their queries by phone and email and resolve any issues they may have. Record accurate notes on each application through the grant administration system.
- Manage applicant and agent expectation and help with guidance throughout application processes.
- Provide feedback on calls received, service provision and ideas for improvement to the FFBS leadership team.
- Work collaboratively with the FFBS helpdesk to resolve any supplier/customer related enquiries, responding to the agent or applicant within agreed service level agreements.
- Complete audit checks on a random sample of applications to ensure scheme agents are fulfilling their duties to check eligibility on applications they submit.
- Process weekly and monthly expiry of orders through the flexi grant system to ensure it reconciles with orders processed on the FFBS portal.
- Complete daily export of orders for approved applications in flexigrant and upload to the FFBS portal ensuring awards are passed to suppliers for fulfilment within agreed service levels.
- Identify and add any potential fraudulent activity to the FFBS fraud log, alerting the Operations Team Leader immediately.
- Work autonomously, to identify potential issues e.g. safeguarding concerns, missing information, etc. alerting the Operations Team Leader where needed.
- Maintain knowledge of and adhere to data protection and safeguarding policies and procedures throughout the application process.

- Ensure queries or complaints from agents/applicants are recorded and referred to the FFBS Helpdesk, escalating to the Operations Team Leader where appropriate.
- Support the Operations Team Leader and Operations Manager with improvements to processes to benefit applicants to the programme and with any testing of updates to any application management system.

General

- Carry out appropriate duties as required supporting the operational management of grant schemes.
- Adhere to the team rota, ensuring availability for calls and queries, displaying flexibility where required.
- Use the most effective communication media in a professional manner when dealing with customers, or other stakeholders.
- Liaise with colleagues to ensure the effectiveness and efficiency of the grant schemes.
- Attend meetings and training sessions as required.
- Keep departmental processes up to date.
- Carry out other appropriate duties as required.

Person specification

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Experience

Essential

- Proven customer service and administration experience.
- Work with criteria-based decision making.
- Handling and resolving challenging telephone calls.
- Working to performance targets in a fast-paced environment.
- Experience of managing a diverse workload.

Desirable

- Working with grant applications.
- Experience of working with vulnerable people.
- Contact centre.
- Support and signposting experience.

Skills, knowledge, and abilities

Essential

- Fully competent in Microsoft Office.
- Excellent administration and customer service skills, including a confident and helpful telephone manner.
- Ability to deal with telephone and written queries in an appropriate and professional manner.

- Excellent interpersonal skills.
- Ability and willingness to deal with difficult situations over the telephone.
- Ability to extract relevant data from information provided.
- Ability to assess complex information.
- Accuracy and good problem-solving skills.
- Ability to work under pressure and to meet deadlines and performance targets.
- Ability to cope with a heavy workload and prioritise effectively.
- Ability to deal with confidential information.
- Able to follow procedures and guidelines.

Education/training

Essential

- General education to A level standard or equivalent.

Personal attributes

Essential

- Clear, open communicator.
- Willing to advise and support colleagues.
- Helpful and courteous.

Desirable

- Supports FFBS vision and strategy.