

<b>Job title</b>	<b>Grant Operations Officer</b>		
<b>Job family</b>	<b>Fundraising, Grants and Partnerships</b>	<b>Band</b>	<b>B</b>

**Job purpose**

To provide a high level of service to all applicants and grantees contacting the charity by phone, email and post. This includes giving detailed advice to applicants, carrying out assessments, verifying applications, and providing support and advice to internal colleagues.

**Key responsibilities and accountabilities**

- Delivering an outstanding level of customer service, provide detailed information and support to incoming enquiries by telephone, letter and e-mail from:
  - -Potential and actual grant applicants and grantees
  - -Members of the public, other services, organisations and institutions
  - -Internal, National and Regional colleagues.
- Maintain a high level of knowledge of all internal processes and external facing guidance in order to provide the most detailed support possible.
- Provide detailed advice to support applicants through the application process, enabling the highest quality applications to reach the charity.
- Carry out an initial verification on applications and expressions of interest, in accordance with the grant year timetable and the grant making handbook.
- Carry out assessments on applications to the Small Grant programme, including seeking additional information, via a telephone interview or other means to support decision makers.
- Accurately apply policy and assessment criteria to reach consistent decisions.
- Proof and correct data to ensure the accuracy and quality of data in the grants database. This includes manipulating, proofing and updating data, including in large volume batches.
- Assist in ensuring that grant making meeting papers are produced and distributed in accordance with the timetable.
- Help ensure that decisions recommended during grant making meetings are recorded accurately and promptly.
- Prepare and distribute letters, emails and other documentation to applicants and grantees.
- Provide accurate feedback to applicants who are declined.
- Providing high quality information to internal colleagues, assessors and committee members at each stage of the assessment process.
- Prepare, update and distribute to staff procedural guidelines, timetables and any other communication that may be necessary.

- To support all grant management activity as required including improvement and review.
- Any other duties, which are deemed appropriate to the role, which may be required to enable the charity to operate efficiently.

**Knowledge, skills, training and experience**

**Essential**

- Experience of working in a grant making environment, preferably high volume
- Experience of using databases regularly, both the inputting and extraction of data
- Experience of working under pressure with high volumes of work
- Experience of prioritising work effectively.

**Desirable**

- Specific knowledge of children and young people’s services would be an advantage
- Experience of good customer care, with good experience of dealing regularly with the public.

**Job impact**

*Decision making*

*Scope*

**Other information**

**For Reward team use only**

Job Code

Definition:

Content / Content Support / Support

*This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.*