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| **Job Profile** | | | |
| Role: | Welfare Executive – Individual Grants | Date profile last reviewed: | December 2019 |
| Name: |  | Reports to: | Head of Individual Grants |
| **1. MAIN SUMMARY OF ROLE:**  To work within the Individual Grants team, considering applications for welfare assistance from the RAF family, including former members of the RAF, their widows and other dependants. Assisting with welfare issues, ranging from financial hardship to disability and bereavement. | | | |
| **2. KEY RESPONSIBILITIES:**   1. Responding to applications for welfare assistance received from beneficiaries of the Fund, liaising with caseworking organisations as appropriate. 2. Assessing and identifying a full range of welfare needs from applications received, seeking further information where necessary, and seeking to meet those needs from the portfolio of services available from the Fund and the wider welfare sector. 3. Providing information and guidance on a range of general welfare matters to beneficiaries and caseworking organisations. 4. Ensuring that all information necessary to enable a proper judgement to be made is available, identifying entitlement to statutory support, resolving anomalies and rectifying omissions and errors as necessary. 5. Liaising with public authorities as necessary on support available to beneficiaries. Wherever practicable, assisting and advising caseworkers to undertake such enquiries on behalf of the Fund. 6. By using personal, delegated financial authority, authorising expenditure within the agreed budgetary limits of up to £5200.00 for welfare cases. 7. Reviewing and declining applications where the applicant is ineligible or where the assistance sought is clearly outside the scope of the Fund. 8. Preparing applications for consideration by Committee or by Director Welfare & Policy /Head of Individual Grants, ensuring that complete but concise briefing information is available to enable a proper judgement to be made. 9. Preparing and dispatching all correspondence arising from these decisions to ensure that Fund assistance awarded is disbursed without delay in accordance with Fund policies. 10. Responding to oral or written queries from government departments, the public, potential applicants, helper organisations and charities, informing Head of Individual Grants/Director Welfare & Policy as necessary. 11. Taking a proactive approach in continuing to display an up to date working knowledge of major state benefits and awareness of the availability of assistance from other sources e.g. state, local government and other charitable organisations. 12. Maintaining and updating computer records for all cases and ensuring that other records for general use are kept up-to-date. 13. Contributing to maintaining and increasing the profile of the Fund, providing presentations and briefings to external audiences as required. 14. Covering an extended caseload during the absence of colleagues within the wider welfare department. 15. Undertaking any tasks not necessarily related to specific casework as directed by Head of Individual Grants/Director Welfare & Policy.   **3. DEVELOPMENTAL OBJECTIVES:**   1. Progressive acquisition of appropriate specialist knowledge through structured training. 2. Visits to related welfare organisations. | | | |
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**4. PERSON SPECIFICATION**

Qualifications

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| **Essential** | **Desirable** |
| A minimum of three A-levels grades A – C, or relevant experience. | Evidence of Continuing Professional Development (CPD) |

Knowledge / Experience

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| **Essential** | **Desirable** |
| Knowledge / experience of statutory benefits and support | Working knowledge of PowerPoint and experience of delivering presentations |
| Significant experience of grant making within a welfare environment | Knowledge / experience of the RAF |
| Excellent IT knowledge, including Outlook, Word and Excel | Knowledge / experience in general welfare matters, including education, employment, debt, care and housing |
| Significant experience of working within a case management system |  |

Competencies

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| **Essential** | **Desirable** |
| Deciding and Initiating Action – making prompt, clear decisions involving difficult and complex assessments, working under own direction | Relating and Networking - establishing good relationships with colleagues, beneficiaries and external contacts, relating well to people at all levels |
| Persuading and influencing – analysing data, probing for further information and making rational judgements from the available information and analysis | Adapting and responding to change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas |
| Presenting and Communicating information – speaking clearly and fluently, expressing key points, projecting credibility and undertaking presentations with skill and confidence | Achieving personal work goals and objectives – accepting and tackling goals with enthusiasm and demonstrating a strong work ethic |
| Writing and reporting – writing clearly and succinctly, in a well-structured and logical manner |  |
| Applying expertise and technology – applying specialist knowledge and developing expertise through continual professional development |  |
| Planning and Organising – managing time effectively, meeting deadlines and prioritising workload |  |

**Signature**

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature: NAME:

Line Manager's Signature: NAME:

Date:

**General Information:**

**Smoking**

The RAF Benevolent Fund has a no-smoking policy.

**Equal Opportunities**

You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

**Health and Safety**

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

**Confidentiality**

You are subject to the Data Protection Act 1998 and General Data Protection Regulations 2018 and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by the Information Compliance Officer.

**Risk Management**

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund’s Risk Review Co-ordinator.

**Conflict of Interests**

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

**Place of Work**

You may be required to work on the Fund’s alternative sites from time to time. Your main and daily place of work will be 67 Portland Place.

**Review**

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.