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| Job title: Grants Support Officer | Responsible for: Support line and email | Responsible to: Benevolence Partnerships Manager RNRMC |
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Context

The Royal Navy and Royal Marines Charity's (RNRMC) vision is for a world in which our sailors and marines and their families are valued and supported, for life. We strive toward this by working with others to provide support to those in need, dependents after bereavement, and the Serving community.

The Grants department is responsible for the delivery of funding to wide range of projects and services supporting The Royal Navy and Royal Marines as well as to external organisations who provide support to the beneficiaries of the charity. As the charity moves forward with a new strategy this role will play a key role in the naval sector response to individuals who need help.

Role

Reporting to the Benevolence Partnerships Manager the Grants Support Line Officer will ensure the effective response to individuals who contact the RNRMC via the support line e-mail and on occasion in person. A key role in the delivery of the support to individuals in times of crisis or when seeking general information and support.

The post holder will work independently responding to calls and e-mails and as part of a supportive team working together to achieve strategic priorities for grant making and the wider charity. You will be expected to develop excellent working relationships with a broad range of internal and external stakeholders.

You will work with key partners including: -

- RNRMC Groups and Family charities
- Organisations funded by RNRMC
- The Royal Navy
- The Royal Marines
- Statutory Services and Third Sector organisations

Responsibilities

- Develop specialist knowledge to act as first point of call for queries from individuals in order to provide beneficiaries with advice and guidance on income maximization, welfare rights and accessing funding from third party Organisations.
- Take a holistic view of individual's needs to provide a person-centered response providing advice liaison supported referral and signposting as appropriate.
- Develop strong relationships with key stakeholders and contacts at beneficiary charities to seek most appropriate route for financial support in response to enquiries.
- The effective assessment and processing of grant awards for individuals.
- Make and monitor payments of grants ensuring records are kept accurately and financial records updated.
- Manage the budget allocation for individual grant payments
- Data processing: collect and manage the accurate and timely importing of monitoring information supplied by individual benevolence funded Organisations.
- You will accompany and participate in service reviews and audits with Organisations who hold MOU's and compare data to identify trends and resources issues.
- To ensure up to date expertise of the funds administered by individual benevolence charities and their objectives.
- Gather information and produce statistical reports in a range of formats.
- Research, gather and collate information to produce a directory of support.
- Promoting the work of the charity through external visits and attendance at events.
- Build strong relationships with Fundraising and Marketing and Communications team and Data and Insight departments to provide information for cases for support to support fundraising efforts.

- Team player: help deliver ad-hoc projects; positively contribute to meetings; and champion The Royal Navy and Royal Marines Charity.
- Provide support to Benevolence Partnerships Manager as required.

Knowledge & Experience

Essential

- Evidence/experience of working within a welfare support environment
- Understanding of welfare and beneficiary need.
- Ability to empathise with the needs of clients.
- Excellent interpersonal skills across platforms.
- Proven IT skills including use of Microsoft Outlook, Word, and Excel. Demonstrate potential and willingness to learn other applications.
- Ability to set up and collate monitoring data to support the demonstration of impact.
- Understanding of charity finance or experience of working with budgets
- Understanding and empathy with the aims of the RNRMC.
- Evidence of a high work rate and effective productivity as the role requires working within tight timeframes.

Desirable:

- Experience of CRM Database use.
- Understanding of HM Forces and the Services environment.
- Experience of the grant making environment.

Education & Qualifications

Essential:

Sound education to at least 5 GCSEs (Grades A-C) or equivalent (including Maths and English).

Desirable:

Degree or equivalent qualification.

Skills/Aptitudes

Essential:

- Flexible and adaptable, able to juggle a range of different tasks to meet deadlines.
- Ability to remain positive and create a professional reputation for the RNRMC.
- Highly developed and effective interpersonal and communication skills.
- Proven ability to be accountable and use initiative.
- Ability to work both alone and as part of a team.
- A willingness to learn new skills and working systems.
- Exceptional organisational skills.
- Managing and storing electronic and paper documents in a well-ordered filing system, ensuring appropriate processes are in place to maintain secure record keeping and data protection.
- Ability to complete tasks within a structured work plan with minimal supervision and direction.
- Demonstrate a positive, willing and cheerful attitude and demeanor to ensure exceptional customer service is delivered.
- Commitment to high quality service and efficiency in all aspects of the organisation's operations.