

Job title: Grants Administrator Full time 35 hours	Responsible for: Grants Administration	Responsible to: Commissioning Project 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. The Grants Administrator will provide administrative support to the grants department and excellent customer and excellent customer care to our visitors, callers and correspondents.

Role

Reporting to the Commissioning Project Manager the role of Grants Administrator will provide administration support to the smooth operation of the grants process and work of the Commissioning Team.

The post holder will work independently on specific tasks and as part of a supportive team working together to achieve strategic priorities for grant making and in support of fundraising priorities. 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

Responsibilities

- To act as first point of call for queries from grant applicants and prospective applicants.
- To ensure all incoming enquiries and correspondence (received via phone, email, and letter or in person) are dealt with accurately, correctly and in a timely manner.
- Produce letters for grant applicants and file correspondence on the Grants Management System (Blackbaud)
- Update and keep accurate records through the Grants Management System.
- To provide an admin service to The Director of Relationship and Funding in support of the Benevolence function particularly with external organisations, diary management and partnership support.
- To provide a general admin service as required to the Commissioning Team in support of the Benevolence function particularly with external organisations.
- To provide admin support to the delivery of workshops and events for stakeholders and grant recipients.
- To service the Grants Committees, including production of papers, booking rooms and hospitality arrangements.
- Contribute to good relationships with key stakeholders and contacts.
- Team player: help deliver ad-hoc projects; positively contribute to meetings; and champion The Royal Navy and Royal Marines Charity.

Knowledge & Experience

Essential

- Experience of undertaking administrative tasks with accuracy.
- Excellent written and verbal communication skills.
- Strong prioritisation, time-management and organisational skills.
- Ability to empathise with the needs of clients.
- Proven IT skills with Office 365 with particular focus/detailed usage of Microsoft Outlook, Word, Teams, PowerPoint, SharePoint and Excel.
- Demonstrate potential and willingness to learn other applications such as CRM.
- Understanding and empathy with the aims of the RNRMC.
- Evidence of a high work rate, accuracy and effective productivity as the role requires working within tight timeframes.
- Ability to take Minutes or Records of Meetings.

Desirable:

- Experience of CRM Database use
- Experience of working for a charity or not-for-profit organisation.
- Understanding of HM Forces and the Services environment.

Education & Qualifications

Essential:

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

Desirable:

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.
- 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.