

JOB PROFILE: WELFARE EXECUTIVE (INDIVIDUAL GRANTS)

Role:	WELFARE EXECUTIVE (INDIVIDUAL GRANTS)	Date profile last reviewed:	AUGUST 2022
Name:		Reports to:	Head of Individual Grants

MAIN SUMMARY OF ROLE:

Asa Welfare Executive you will 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.

KEY ACCOUNTABILITIES/RESPONSIBILITIES:

- Responding to applications for welfare assistance received from beneficiaries of the Fund, liaising with caseworking organisations as appropriate.
- 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 charity sector.
- Providing information and guidance on a range of general welfare matters to beneficiaries and caseworking organisations.
- 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.
- 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.
- By using personal, delegated financial authority, authorising expenditure within agreed budgetary limits of up to £5,200.00 for welfare cases.
- Reviewing and declining applications where the applicant is ineligible or where the assistance sought falls clearly outside of Fund welfare policy.
- 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.
- Preparing and dispatching all correspondence arising from these decisions to ensure that Fund assistance awarded is disbursed without delay in accordance with Fund policies.
- 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.
- 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.
- Maintaining and updating computer records including those for all cases.
- Contributing to maintaining and increasing the profile of the Fund, providing presentations and briefings to external audiences as required.
- Covering an extended caseload during the absence of colleagues within the wider welfare department.

COMPETENCIES REQUIRED FOR THE ROLE	
Essential	Desirable
<ul style="list-style-type: none"> Deciding and initiating action Persuading and influencing Presenting and communicating information Writing and reporting Applying expertise and technology Planning and organising 	<ul style="list-style-type: none"> Relating and networking Adapting and responding to change Achieving personal work goals and objectives Working with people Learning and researching

QUALIFICATION(S), KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED FOR THE ROLE	
Academic or Professional Qualifications (or equivalent):	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> A minimum of three A-levels grades A - C, or relevant experience. 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> Evidence of Continuing Professional Development (CPD)
Knowledge/ Experience:	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> Knowledge / experience of statutory benefits and support Significant experience of grant making within a welfare environment Excellent IT knowledge, including Outlook, Word and Excel Significant experience of working within a case management system 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none"> Working knowledge of PowerPoint and experience of delivering presentations Knowledge / experience of the RAF Knowledge / experience in general welfare matters, including education, employment, debt, care and housing
Skills/Abilities:	
<p style="text-align: center;"><u>Essential</u></p> <ul style="list-style-type: none"> Excellent attention to detail Able to communicate effectively, empathetically, concisely and confidently on the telephone, in writing and in person to a wide and varied audience Works in a systematic and methodical way Manages time effectively, meets deadlines and prioritises workload. 	<p style="text-align: center;"><u>Desirable</u></p> <ul style="list-style-type: none">
Other Requirements:	
<ul style="list-style-type: none"> Travel to UK locations if required. To carry out any other duties that is within the scope of the job as requested by the Head of Individual Grants 	

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: