

Grant Process Co-ordinator

November 2018

Application pack



Community
Foundation



Who are we?

The Community Foundation is a leading charity that matches generous people with important community causes. Every year, we award grants to hundreds of local groups in Tyne & Wear and Northumberland, and across North East England, through funds set up by our donors.

Our grants make a difference to people's lives. Among a huge range of causes, we've helped Wansbeck Valley Food Bank in south-east Northumberland so that the most vulnerable members of the community have a healthier diet through eating fresh produce. We've funded Newcastle and Gateshead Arts Studios – Chilli Studios – which helps 200 people a year improve their mental health through creative projects and activities. And we've backed the Walking With project in North Tyneside to strengthen its work supporting refugees and asylum seekers who are new to the area.

None of this could happen without the generosity of the people and organisations that set up funds with us for their giving, or who join like-minded others to back a common cause. They include philanthropists like the Plattens, Squires and Shears; regional businesses like Ringtons, Muckle LLP and Newcastle Building Society; and other funders like Henry Smith Charity and Newcastle and Gateshead Councils.

A dedicated, expert team of 23 people delivers our work, overseen by of a board of 12 trustees who are all leaders in the business, philanthropy, charity and public sectors.



What are we looking for?

We need an enthusiastic, friendly and highly organised self-starter to join our team in the new role of Grant Process Co-ordinator. You'll be at the business end of our work, using your excellent administration, ICT and communication skills to process grants from application, through awarding and monitoring.

Through your proven interpersonal skills, you'll deal effectively day to day with telephone and email queries from grant applicants and recipients. You'll keep on top of our grant policies and procedures and you'll have the attention to detail to ensure tasks are followed through and completed on time. You'll be experienced in working with a wide range of IT and office applications and you'll have a keen eye for spotting ways to make things better.

Like us, you will love North East England and want it to thrive. You'll be keen to learn and work as part of team, and be enthusiastic for the work of local charities and the role of giving to benefit communities. You'll be someone who always does a great job and can be relied upon. And you'll take your work seriously, but not yourself.



What difference will you make in the role?

Everything we do depends on finding and backing effective local charities and talented people in our communities. But applying for funding can be difficult, especially for smaller groups. So, the process of applying for and receiving our grants needs to be as efficient and streamlined as possible. And applicants need to feel comfortable coming to us with questions. The new post of Grant Process Co-ordinator will be a critical part of this. You will use your high level administration skills and customer service expertise to ensure our grant systems run effectively and with a human touch. You'll process and co-ordinate grant-making from receipt of applications, through awards, monitoring and to reporting. And you will use data to help us earn and maintain the trust of our donors and partners by ensuring they see how they are making a difference through the funds they set up with us.



Who will you be working for and with?

We are an independent, registered charity, with an excellent reputation here and across the country. We are the most successful of the 46 community foundations in the UK and the largest, outside north America, of 1,800 across the globe. Over 30 years, we've built an endowment fund of over £80 million which gives us strength and means we can finance our operations and ensure our work benefits communities for generations to come.

You will report to our Principal Operations Manager who oversees the front office team and works to maximise the efficiency and effectiveness of our systems. You will also liaise closely with the Director of Community Knowledge and Funding around the effectiveness of our grants, and the Chief Philanthropy Officer on engagement with donors. But, with 23 people overall, this is an organisation where everyone works together, gets stuck in, takes collective responsibility and strives to make the Foundation better.

What will your duties and responsibilities be?

On grants, you will

- Co-ordinate and perform grant process administration from application through decision to reporting, maintaining accurate and up-to-date records on the Foundation's grants system.
- Perform first-stage checks on eligibility of completed applications and prepare ineligible applications for rejection.
- Co-ordinate the allocation of complete, eligible applications to funds.
- Carry out daily control checks on grants awarded and rejected, and collate grants due for payment ready for weekly payment runs.
- Maintain familiarity with our policies, calls for applications and available funds, and their respective criteria.
- Respond to queries from applicants and grantees on eligibility, criteria, timescales, reporting etc.
- Co-ordinate arrangements for review visits to funded organisations by staff.
- Produce from the grants system statistical and other reports as requested.
- Assist the Director of Community Knowledge and Funding with collating data on impact.
- Co-ordinate liaison with external assessors where required.

For funds, you will

- Ensure grantee feedback is collated and oversee production of annual fund Impact Reports.
- Administer grants from smaller/light-touch funds as required.
- Produce papers and presentational materials for meetings of our panels/advisors and the Board of trustees when it is considering grants.
- Respond to initial queries from donors about previous grant-making from their funds.
- Support work on specific funding initiatives and partnerships as required.
- Assist managers in effective co-ordination of calls for applications over the year.

As a member of the operational support team, you will

- Contribute to team responsibilities including reception/hospitality cover, support for events, answering telephone queries and implementing financial/ICT processes.
- Contribute to wider Foundation activities and shared responsibilities and undertake other similar duties as required.

What skills and experience do you need to apply?

You must have

- Experience of working in an administrative role and successfully handling processes involving internal and external stakeholders.
- High levels of competence with, and proven practical experience of using, a wide range of ICT packages, including Microsoft Word, Excel, PowerPoint and Outlook to at least intermediate level and a good familiarity with one or more CRM system.
- Strong interpersonal skills, enthusiasm and the ability to work well as part of a team including when under pressure of timescales and competing priorities.
- Excellent time management skills and ability to work accurately and efficiently to consistently high standards.
- Keenness to learn, support others and be involved in developments leading to continuous improvement of our operations.
- Ability to self-manage, prioritise and deliver work with minimal supervision.
- Strong numeracy and literacy skills.
- Ability and willingness to undertake occasional work outside normal office hours and to travel for work to other locations in the region.
- Strong commitment to our values, including equality and diversity.

It would be good – but not essential – if you also have

- Experience of working on grant-making systems within a charitable trust/foundation, lottery distributor, public body or similar.
- Experience of Salesforce CRM and Office Office 365 applications beyond Word, Excel, Outlook and PowerPoint.
- Experience of finance administration
- Experience of working in or with charities and the voluntary sector.



What will we offer you?

- A competitive salary – currently in the range £21,144 to £24,339 for a 35-hour working week – and excellent job security.
- Flexible working within office hours and time off in lieu for out-of-hours activities.
- A spacious, modern and accessible workplace in a beautifully converted Victorian chapel near to a wide range of shops and leisure facilities.
- Great staff facilities including a kitchen/staff room, shower and unlimited coffee and tea.
- Excellent public transport links, bike storage and on-site car parking (by arrangement).
- Business travel and accommodation expenses
- Social events and better health at work activities.
- Team development days and training opportunities.
- 25 days leave a year plus public holidays.
- Metro scheme and cycle hire/purchase package through the Green Commute Initiative.
- A workplace pension scheme where we contribute 6% to match your 5%.
- Half a day a month paid time off for voluntary work with your chosen charities.
- A commitment to equality and diversity which ensures everyone can make best use of their skills, free from discrimination or harassment.



How can you apply?

We need quickly to understand who you are, what you'd bring and how you'd fit with our culture and values. So, please send us:

- Your **CV** (no more than 3 pages) including details of two referees.
- a **covering statement** (no more than 2 pages) saying why you want to work with us and what you'd bring to the role, with clear, practical examples of how your skills and experience meet all the job requirements.
- a completed **equality and diversity monitoring form** (this is anonymous and will be kept separately from your application and won't play any part in our selection process).

Please send these to by email (Word or PDF format) to Adam Smith as@communityfoundation.org.uk or by post to Adam Smith, Community Foundation, Philanthropy House, Woodbine Road, Newcastle upon Tyne NE3 1DD.

- Deadline for applications: **12 noon on Monday 14 January 2019.**
- Shortlisted applications notified by: **5pm on Wednesday 16 January 2019.**
- Interviews for shortlisted applicants: **Wednesday 23 January 2019.**

Please note, this post was previously advertised as *Grant and Funds Co-Ordinator*. Previous applicants **should not** re-apply. The appointment will be subject to successful completion of a probationary period.

We won't hold information you give us longer than necessary and it won't be used for any purpose other than to assess your suitability for the advertised post in line with our data protection policy.