

Job Description

Job Title: Grant Search Officer (FTC – 2 years)

Department: Information and Helpline

Reports to: Information Manager

Location: Head office, Hammersmith, London

Purpose of the Job: To reach out, engage with and actively build collaborative relationships with grant makers, people who receive grants and organisations who support people in need of grants; to market and manage the content on the Grant Search system; and to work to make sure that Grant Search works as an integrated part of Turn2us' support for our users.

Key Responsibilities and Accountabilities

- 1. To reach out, engage with and actively build collaborative relationships with grant makers, people who receive grants and organisations who support people in need of grants so as to provide information and access to charity grants to the people who need it the most whilst maintaining our commitment to equity, diversity and inclusion and monitoring and measuring impact.**
- 2. To market and manage the content on the Grant Search system; and to work to make sure that Grant Search works as an integrated part of Turn2us' support for our users.**
- 3. To work closely with the other members of the Information and Helpline team and the wider Turn2us team to provide holistic delivery of useful, concrete information signposting to concretely useful services for all users in financial crisis. To ensure that new Grant Search services and features are co-produced for the benefit of all users of the system**

Duties:

To reach out, engage with and actively build collaborative relationships with grant makers, people who receive grants and organisations who support people in need of grants so as to provide information and access to charity grants to the people who need it the most whilst maintaining our commitment to equity, diversity and inclusion

- Through building operational level relationships with large scale funders, small grass-roots organisations, extend the volume and variety of the grants available on the system and contribute to our growing network of "warm referrals" to other services.
- Through the Charity Users Group and other third party services, find ways to support people needing to apply for referral-only grants with no easy access to referral agencies, organisations or individuals
- Work with the Impact team and partners on finding ways to identify and track outcomes from Grant Search
- Research and set up relationships with new and existing grant makers and maintain their records on the Grant Search system
- Manage the administration of the charity user group in collaboration with other colleagues

To continually research, audit, maintain and extend the records on the Grants Search database and to identify ways to align the system with our other information systems (such as Benefit Calculator)

- Work with the Information Manager and Community Outreach Officer to develop and maintain a list of metadata to support future management of the Grant Search tool and integration with other tools (such as our Benefit Calculator)

- Collaborate closely with the team developing “warm referrals” capacity so that Grant Search can also effectively signpost users to the other help they need
- Set up (with the support of volunteers when available) a rolling audit of all grants registered on the system to ensure that they are up-to-date
- Work with the Benefit Specialists to explore opportunities for linking entries from the Grant search to Benefit Calculator output
- Work towards increasing diversity across grant makers included in Grant Search and grant recipients
- Support the collation of data for monthly reports and other monitoring requirements
- Ensure all feedback from grant recipients, delivery partners and grant makers is captured and well documented, and that this then feeds into the ongoing co-design of any development to the Grant Search tool.

To work closely with the other members of the Information and Helpline team and the wider Turn2us team to provide holistic delivery of useful, concrete information and signposting to relevant services for all users in financial crisis. To ensure that new Grant Search services and features are co-produced for the benefit of all users of the system

- The Grant Search Officer will be responsible for ensuring that Grants Teams, Contact Centre, Benefits Calculator, Information and other frontline teams are kept up to date with expansions and developments to the content and functionality of the Grant Search Tool and will work with Digital and Comms to embed the tool into other channels of communication and support
- Work with the Co-Production Specialist to involve users in the ownership and ongoing development of the Grant Search tool.
- Provide training and support for the Contact Centre in use of the Grant Search Tool
- Own and develop in consultation with the Information Manager content provided for Grant Search users on the Turn2us website
- Provide content and identify promotional opportunities for Grant Search in collaboration with the Information Specialist and the Comms Team
- Work towards the department's Key Performance Indicators

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the Charity.

The post holder will be expected to ensure that their work complies with the Charity's policies and procedures and key legislation including the General Data Protection Regulation (GDPR) and charity law. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change.

During the current COVID19 pandemic, ad hoc work will be generated which can not be anticipated on a day to day basis and is not listed above but the job holder will be expected to perform these duties to support the running of the Charity

The postholder will continuously ensure a culture of safeguarding and take responsibility for implementing safeguarding policy within their work, with the support and collaboration of the safeguarding officer.

Person Specification

Skills and Experience:

Excellent planning and admin skills and effective prioritisation of competing tasks using own initiative

Data literate or with the ability to develop this skill

Excellent verbal and written communications skills

Experience in database management to maintain and add records and run monitoring reports

Strong relationship manager

Knowledge and Specialist Experience:

Experience of co-production of new services with users or ability to develop this skill

Experience of working in a busy, outcomes-focused environment supporting a diverse range of users

Experience of working on multiple ongoing tasks, including research, programme administration, monitoring and reporting

Understanding of charitable work and the voluntary sector

Experience of updating website content or ability to develop this skill

Demonstrable understanding of the grant giving charitable sector

Other specific Attributes:

Ability to work effectively both independently and in a team

Share the organisation's values: compassionate, open, collaborative, innovative and driven