

Grants and Operations Officer

The Forces in Mind Trust (FiMT) was established in 2011 with a £35 million endowment from the Big Lottery Fund to spend over a 20-year period on providing UK-wide support and advocacy for ex-Service personnel and their families to make a successful transition back to civilian life. The Trust awards grants and commissions research to generate an evidence base to influence and underpin policy makers and service providers, and to build the capacity of the Armed Forces charities sector. Some examples of our work are featured in our [Evidence into Impact: Forces in Mond Trust Impact Report 2011-2021](#).

JOB DESCRIPTION

Job Title: Grants and Operations Officer

Salary: £28,683 - £29,629

Location: London/hybrid

Hours: Full-time (37.5 hours per week)

Contract: Permanent

Responsible to: Grants Manager

Key relationships: Senior Grants & Data Officer, Health Programme Manager, Head of Operations

Role overview/ Purpose of the post:

The main purpose of the role is to work with the Grants Team and contribute to the effective and efficient running of the Trust's grant making function. You will support members of the team by providing operational and administrative support whilst also managing a case load of projects.

Forces in Mind Trust operates a hybrid working policy allowing office-based work where required and home-based work when appropriate. This policy applies to this role.

Role responsibilities:

Grant Administration

- Process grant applications on the Trust's CRM (MS Dynamics), including screening applications against eligibility guidelines and administrating the acknowledgement, successful application and refusal process
- Work with the Grants Manager, Health Programme Manager and Senior Grants and Data Officer to manage a caseload of multi-year grants and support the wider grants portfolio as needed.
- Administer the grant payment process
- Work with the Policy and Influence team to assist with the overall evaluation and impact of projects.

Operations Support

- Assist in the preparation and distribution of papers for Board and Committee meetings, and any other grant related meetings
- Where required, take Committee minutes, and follow up actions as required
- Support the Head of Operations and Governance with the administration of all the Trust's payments

Database administration

- Work closely with the Senior Grants and Data Officer, and Grants Manager to contribute to the upkeep of the Trust's CRM (MS Dynamics), working with colleagues to ensure that grantee information is accurately maintained on the database.
- Collect and extract data for monitoring and evaluation purposes

General Tasks

- Act as first point of contact for Trust correspondence, receive and manage telephone and email enquiries, dealing with them in a timely and efficient manner, redirecting or taking messages as appropriate and using initiative to deal with queries.
- Support the overall smooth running of the Trust working closely with other members of the team as required on meetings organisation, travel/accommodation and diary coordination.
- Undertake any other duties in support of the Trust's work as may reasonably be required.

Relationship building

- Build supportive working relationships with grantees and all team members, enabling and assisting them when needed.
- Provide support to Trustees as required and help to solve issues as they arise.

PERSON SPECIFICATION (A tick under E means Essential, a tick under D means Desired)

Knowledge, skills and experience	E	D
Experience of working in or with the voluntary, charity or community sector.		✓
Excellent administration skills, organised and efficient with good attention to detail.	✓	
Able to draft and present information clearly, accurately and appropriately in a variety of formats (e.g., letters, emails, reports).	✓	
Experience of taking minutes and writing them up		✓
Excellent relationship building and interpersonal skills, able to liaise well and respond to enquiries from a range of people and organisations, using email, phone, and face-to-face communications.	✓	
Good organisational skills, able to juggle a range of roles and challenges.	✓	
Good level of financial literacy and confident with numbers.	✓	
Experience of using and maintaining a database.	✓	
Accurate data entry skills, proactively updating data, whilst ensuring quality and accuracy.	✓	
Computer literate with experience and confidence in using a range of office software packages (including Microsoft Outlook, Word and Excel).	✓	
Experience of some financial administration.		✓
Personal qualities and abilities		
Strong communicator, able to deal in a helpful, friendly and professional manner with grantees, trustees, colleagues and all enquiries/visitors to the office.	✓	
Strong time management skills, with the ability to work well under pressure and to organise and meet deadlines.	✓	

Knowledge, skills and experience	E	D
An appetite to learn about and help develop a database and office systems generally.	✓	
A self-starter and team player, able to work both independently and collaboratively.	✓	
An ability to be diplomatic and with a high regard for confidentiality.	✓	
Friendly, supportive and enabling.	✓	
Enthusiastic, motivated and interested in the work of FiMT.	✓	

THE RECRUITMENT PROCESS – TIMETABLE

Panel interviews	14 th September 2022
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Following interview, the successful candidate will be asked to demonstrate their right to work in the UK.

Applicant may occasionally be required to travel within the UK for event and meetings with infrequent overnight stays.

How To Apply

If you would like to apply for this role, please complete the Application Form [available from www.fim-trust.org/jobs](http://www.fim-trust.org/jobs).

Benefits

Group pension plan, interest-free season ticket loan, individual training budget, death in service insurance, access to a cycle-to-work scheme and health screening programme, up to 2 days paid volunteering time, up to 10 additional paid leave to undertake Reservist work.

Holiday

30 working days plus Public/Bank holidays

Data Protection

The personal information that you provide will be used to process your application for employment with the Forces in Mind Trust. Personal information about unsuccessful candidates will be held securely for six months after the recruitment exercise has been completed; it will then be destroyed or deleted. If your application is successful and you take up employment, the information will be used in the administration of your employment with us. It will be kept secure and will only be used for purposes directly relevant to your employment.