

## Grants Officer Information

### JOB DESCRIPTION & PERSON SPECIFICATION

**JOB TITLE:** Grants Officer

**DEPARTMENT:** Welfare

#### The Charity

GroceryAid has been providing emotional, practical and financial support for grocery people since 1857. In the last year the charity has seen a 55% increase in applications for financial support, the number of financial grants paid is up by 87% and there have been 74% more calls to their Helpline.

#### The role

To support the delivery of the GroceryAid Welfare programme. Managing a caseload/work queue of applicants to ensure all required information is complete and ready for review and presentation to the Welfare Management Team for assessment, decision, and payment.

- Act as a first point of contact for the Welfare Department. Dealing with telephone, email, and post enquiries in a sincere and empathetic way
- Deal with clients in a sensitive and empathetic way, particularly taking into consideration that they may be distressed or vulnerable and understand the complexities they may face.
- An ability to demonstrate empathy and good decision-making skills.
- Be able to work calmly and productively under pressure and keep to deadlines.
- Helping applicants and beneficiaries navigate through the services GroceryAid offer and identify additional areas of support that may be of benefit.
- Checking that all applicants meet the funding criteria, advise them on the appropriate processes and keep all applicants and legacy beneficiaries informed on progress.
- Processing applications in an accurate and timely manner.
- Gather additional or supporting information for applications with support to ensure they meet criteria and enable a recommendation to be made.
- Create, record, and log all communications with applicants to a high standard and in a compliant and non-judgmental way.
- Actively manage tasks allocated through database work queues complying with timescales.
- Participate in internal/external meetings as required and attend training events and conferences, as necessary.
- Working with colleagues, volunteers, and supporters in a supportive and collaborative way to meet GroceryAid's our charitable goals.
- To keep up to date with the benefits knowledge and undertake to regular training and meetings to extend and update own knowledge of grant making, health and wellbeing.

### Knowledge/skills/qualifications required

- Minimum 3 years caseworker experience working with a vulnerable client group.
- Excellent administration skills with an eye for detail
- Strong client servicing skills used to dealing with difficult situations
- Trained and knowledgeable in welfare benefits and financial budgeting
- Drive and passion to deliver the best experience for our applicants whilst working at pace across multiple cases
- Confident communication skills
- Confident with Microsoft Office, particularly use of a CRM database

### Additional information

Location: initially working from home, in the current climate, but then generally office based in Sandhurst, Berkshire

Hours: Full-time 34 hours a week

Leave: 25 days (+circa 3 at Christmas)

Excellent pension scheme

Life Assurance

Private Health and Dental Insurance

To apply please send your full CV and a covering note explaining why you feel you are suitable for the role to [jobs@groceryaid.org.uk](mailto:jobs@groceryaid.org.uk)