

HAMPTON FUEL ALLOTMENT CHARITY

ADMINISTRATOR

JOB DESCRIPTION

PURPOSE OF THE ROLE:

- To support the Individual Grants Manager in assessing and processing grant applications for individuals
- To provide administrative support to the Team and maintain filing systems
- To undertake additional tasks and project work as required to support the work of the Charity

REPORTING:

The person will be supervised by and report to the Individual Grants Manager.

MAIN DUTIES AND RESPONSIBILITIES:

Administration

- Handle phone, email and face to face enquiries
- Provide clerical and administrative support to the Team
- Filing on a regular basis, and update filing systems as appropriate
- Date stamp & sort incoming post
- Check and respond to all recorded messages
- Order office stationery
- Print and organise documents and papers as required
- Proofreading
- Shredding unwanted documents
- Undertake tasks and project work as required

Assess Individual Fuel Grant Applications

- Check application forms and all relevant supporting evidence
- Where information supplied is inadequate, call applicant or support worker for specific information
- Refer complex applications to the Individual Grants Manager and Director
- Liaise with support workers/applicant where appropriate
- Assess the applicant's income and the level of grant to be awarded
- Input all relevant personal and financial data and grant award on to the database
- Return evidence to applicants if required
- Assist in preparing and finalising fuel grant reports for Trustees' meeting: check that actual award levels are accurate and reconcile the number of grants awarded with the total amount of money awarded
- Assist in printing suppliers' reports, make copies to send to fuel companies
- Assist in printing award letters and application forms for the following year to be posted to applicants
- Envelope & stamp applicant award letters
- Input invoices on to the data base accurately

- Participate in monthly audit of fuel grant files as part of quality assurance

Assess Individual Non-Fuel Grant Applications

- Assist the Individual Grants Manager as required
- Investigate requirements for the items requested
- Input information on database system
- Liaise with support workers as necessary
- Arrange and carry out home visits with a colleague as necessary
- Order items approved by Trustees from suppliers
- Notify applicant of Trustees' decision, sending copies to relevant agencies

Other Duties

- Attend Trustees meetings: one monthly late afternoon meeting and four evening meetings each year
- Work proactively to promote individual grants and accessibility of application forms. The Charity is keen to embrace new social media and there will be an opportunity to become involved in our communications work.
- Attend meetings with external agencies
- Look after Trustees and visitors with refreshments
- Any reasonable request as may be required from time to time to meet the needs of the Charity
- Willingness to act for Individual Grants Manager in her absence

HAMPTON FUEL ALLOTMENT CHARITY

GRANTS ADMINISTRATOR

PERSON SPECIFICATION

Essential Skills/Knowledge Required

Effective communication skills:

Verbal: The ability to communicate with a variety of people, some of whom do not speak good English, find it difficult to express themselves or have speech difficulties.

Written: The ability to write quickly and concisely in clear, simple English.

Listening: The ability to listen, understand and double check information obtained.

Numeracy: The ability to work with financial information and process numerical information with accuracy.

IT Skills: Good practical knowledge of database systems and Microsoft Office.

Interpersonal Skills: The ability to initiate and maintain good working relationships with work and other professional colleagues, including Trustees.

Attributes: The ability to work under pressure, prioritise and meet deadlines. A flexible approach to office duties and working hours. A 'can do' attitude and a good sense of humour.

Charity Work: An understanding of how a charity operates.

Equal Opportunities and Diversity: A good understanding and commitment to the principles of equality and diversity.

Health and Safety: A good practical understanding of H&S regulations and the need to ensure safe working practices in the office and when visiting clients in their homes.

Desirable Skills/Knowledge

A working knowledge and understanding of the welfare benefits system.

ADDITIONAL INFORMATION

Salary £28K for 35 hours, pro rata for 14 hours.

This is a permanent position - 14 hours per week. It is expected that the Administrator will work Monday to Thursday 9.30 to 13.00 with flexibility to allow for attendance at Trustee Meetings and external meetings, for example.

25 days Annual Leave plus Bank Holidays (pro rata) and pension scheme.