



GRANTS & PROGRAMMES ADMINISTRATOR

RECRUITMENT PACK

Dovenby Hall
Cockermouth, CA13 0PN



CUMBRIA
COMMUNITY FOUNDATION

www.cumbriafoundation.org

ABOUT US

While Cumbria has many positive attributes, it also features great inequality, with many underserved and isolated communities, extreme child poverty, youth unemployment and associated mental health issues. These needs are often unseen but are very real.

Cumbria Community Foundation is an independent charity that connects people who care with causes that matter. We exist to tackle poverty and disadvantage and to strengthen Cumbria's communities by inspiring philanthropic giving and by making lifechanging grants.

Our aim is to change people's lives for the better by helping local communities. We want Cumbria to be a great place to live for everyone - a place where people work together to address disadvantage.

We are one of Cumbria's foremost grant makers with an annual grant distribution of circa £2m and endowed assets in excess of £27m. Donors trust our expertise to direct funds to those grassroots organisations and initiatives that make a big difference to the lives of those in genuine need, reaching vital projects that might not otherwise survive.

Since 1999, we have awarded almost £60m in grant aid and currently manage over 100 grant making funds. We have funded over 4,000 organisations and 8,000 individuals.

Our grant making priorities are:

- Improving the lives of disadvantaged children and young people
- Improving the life skills, education, employability and enterprise of disadvantaged people
- Supporting vulnerable older people
- Improving the health and wellbeing of people
- Strengthening and supporting fragile communities

Our fundholders, donors and supporters benefit from our in-depth knowledge of Cumbrian communities and organisations. We work with partners, funders and stakeholders to co-design programmatic approaches to address community needs and to secure additional funding.



JOB DESCRIPTION



Job Title:	Grants & Programmes Administrator
Employer:	Cumbria Community Foundation (CCF)
Hours:	37.5 hours/week (hours are negotiable)
Salary:	£22,500 FTE
Location:	Our office is based at Dovenby Hall (1st floor), Dovenby, Cockermouth, CA13 0PN. We operate both a flexible and home working policy, which includes an ability to work partially from home.
Contract:	This position is offered as a permanent contract.
Pension:	After the completion of a successful probationary period, we offer the opportunity to join a pension scheme, which makes a matching contribution of up to 7.5% of salary.
Leave:	25 days per year plus bank holidays plus two additional days at Christmas and one at Easter.
Review:	This role has a six-month probationary period.

MAIN PURPOSE OF ROLE

The Programmes Administrator will join the existing established grants team who blend several core activities of the Foundation - grant distribution, fund management, and programme development.

The overall purpose of this role is to support the day-to-day grant making operations of the Foundation. Working closely with the Director of Programmes & Partnerships, Grants & Programme Team and Senior Grants Administrator, you will be providing general administrative support, assist in the processing of grant applications and support the wider programme work.

You will have previous administrative experience, keen attention to detail, strong organisational skills, and excellent written and verbal communication skills. Demonstrating a proven track record in providing wide-ranging administration support, you will have a working IT knowledge (which includes Microsoft Office), be client-focussed, self-motivated, and the ability to manage a diverse and complex workload.

Knowledge and experience of the charitable/grant-making sector is desirable, although not essential as well as having experience of operating databases.



KEY RESPONSIBILITIES



- Answer email and telephone enquiries from applicants and grantees efficiently and effectively, referring more complex matters to the Grants & Programmes Officers as appropriate.
- Use the Foundation's Customer Relationship Management (CRM) System, Salesforce, to accurately import applications, record information and application pre-checks. Process grant applications to ensure they are complete with all required supporting documents, liaise with applicants to chase required documents, record accurate notes on the application files.
- Provide support to Grants Team members developing and managing grant making programmes, including reporting against milestones etc.
- Chase monitoring report forms and financial evidence as required.
- Take minutes at grants team meetings, grants committee meetings and other meetings as required.
- Set up online meeting links and send meeting invitations to grants committee members.
- Work with the grants team to review and identify opportunities to improve efficiencies in all aspects of the grants process.
- Undertake project and monitoring visits, as required.
- Provide support to the Learning & Development Officer for information as required.
- Provide grant making support to other members of the team, as necessary.
- Cover for the Senior Grants Administrator when on holiday.

Information Systems

- Ensure grants data is accurately recorded on the CRM. System.
- Ensure all data is managed in accordance with the Foundation's data protection policy and in accordance with all relevant data protection legislation.
- Run reports for the Grants Team as required.

Events

- Support the Grants & Development teams in the effective delivery of events such as the Annual Grants Development Training Day, Annual General Meeting, Annual Dinner/Showcase, and events that host existing donors and fundholders and potential new ones.

Other General Duties:

- Work as part of a team ensuring that all team functions are covered in times of staff absence.
- Undertake other duties related to the work of the Foundation.

You must have:

- Strong interpersonal and customer service skills gained in a busy office-based environment.
- The ability to respond to enquiries fairly and efficiently and with tact and diplomacy.
- Enthusiasm and the ability to work flexibly on a range of administrative tasks
- Competence in and an aptitude for using a range of ICT and operational systems including Outlook, Word, Powerpoint, Excel and CRM systems.
- The ability to input and manage data accurately.
- Strong time management skills and the ability to work accurately and efficiently to consistently high standards.
- A can-do attitude to tasks and a keenness to learn new skills, support others and be involved in developments leading to continuous improvement of Foundation operations.
- The ability to self-manage, prioritise and deliver work with minimal supervision.
- Good numeracy and literacy skills.
- A strong commitment to, and ability to demonstrate, the values of the Foundation.
- The ability and willingness to work flexibly, and occasionally outside normal office hours.

It would be good - but it's not essential - if you also have:

- Experience in project management
- Experience of administering grant applications within a charitable trust/foundation, public body or similar.
- Experience of working in or with charities and the voluntary sector.
- Knowledge and experience of working with SharePoint.



PERSON SPECIFICATION



SKILLS & ABILITIES

Essential

- Excellent administration skills
- Excellent writing skills
- Excellent computer skills
- Excellent communication, teamworking, and customer service skills
- Ability and confidence to work under own initiative to broadly agreed guidelines
- Excellent organisational and time management skills, to manage a heavy workload and deal with competing priorities
- Flexible and adaptable approach to working hours and job tasks
- Research and analytical skills

Desirable

- Experience in developing and managing commercial CRM databases, particularly Salesforce
- Experience of using Microsoft and other project management tools

EDUCATION

Essential

- 5 GCSE passes or equivalent especially in English

Desirable

EXPERIENCE & KNOWLEDGE

Essential

- Experience of information gathering, researching, and analysing written and numerical information
- Experience of working with confidential material.

Desirable

- Experience of working in a fast-paced, working environment with competing pressures
- Experience of working with financial information

PERSONAL ATTRIBUTES

Essential

- A strong team player, with ability to support colleagues
- Excellent communication and interpersonal skills
- Self-motivated with experience of managing a diverse workload
- Hard working, flexible thinking, capable and confident, with excellent attention to detail
- Enthusiastic and approachable, with a willingness to engage with, listen to and support all stakeholders
- Flexible approach to working hours, job tasks and responsibilities
- Willing to take on, and ability to cope with, new challenges
- A quick learner with an openness to new ideas
- Resilient, calm, and professional under pressure

Desirable

- Passion and understanding for the Foundation and its mission
- Tactful, diplomatic, and assertive when dealing with challenging situations
- Excellent networking skills able to establish good interpersonal relationships, rapport, and credibility with a wide range of people including Trustees, advisors, donors, grantees, and wider stakeholders
- A good memory and ability to remember complex processes

ANY OTHER REQUIREMENTS

Essential

- Passionate about supporting local people and addressing disadvantage
- Access to a car with a clean driving licence

EMPLOYEE BENEFITS PACKAGE

- Flexible working hours with remote working
- 25 days per year holiday plus bank holidays plus two additional days at Christmas and one at Easter
- Health Care Assistance Plan with employee benefits.
- Pension contributions of up to 7.5% of salary
- Commitment to personal training and development
- Regular full team away days/half days





ADDITIONAL REQUIREMENTS

Continuous Personal Development

Work with your line manager to identify areas for further training and development, undertaking relevant courses and qualifications as required.

Health and Safety

The post holder is required to carry out the duties in accordance with the Foundation's Health and Safety policies and procedures.

Safeguarding

The post holder is required to carry out the duties in accordance with the Foundation's Safeguarding policy and procedures. A basic DBS check is a requirement of this role.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all.

Quality

To support the Foundation in striving to create a culture with total commitment to quality.

Values

Support the team values of the Foundation

WE LOOK FORWARD TO HEARING FROM YOU

MORE INFORMATION

For an informal discussion about the role, contact Jenny Benson on 01900 825760.

Interviews will take place in person on Wednesday 8th March 2023 on the first floor of CCF's offices. Reasonable adjustments will be made where required.

A pre-interview task will be forwarded to those called for interview for completion in advance.

Professional and personal references will be required prior to appointment
Proof of right to work in the UK will be required.

APPLY

To apply for this post please, complete the [APPLICATION FORM](#) by 9am Monday 27th February 2023



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