

JOB DESCRIPTION: GRANTS ADMINISTRATOR (INDEPENDENCE AND WELLBEING)

Blesma – The Limbless Veterans is the national charity and membership association for limbless serving and ex-service men and women and their dependants.

We help all wounded servicemen and women who have lost limbs, the use of limbs or eyes, to rebuild their lives by providing well-being support and rehabilitation activities.

Blesma campaigns for our veteran's rights and looks after individuals and their families by offering a comprehensive welfare system and financial assistance programme. Rehabilitation, support, counselling and care are the four principle foundations of our organisation. Together, we can help our men, women and their families face the challenges ahead with renewed confidence and self-belief.

The **Grants Administrator** role will play an important part within Blesma as part of a small dynamic team that delivers welfare support and financial assistance to enhance Members well-being. This is a fantastic opportunity for a personable, organised and committed individual to join an inspiring organisation and make a real difference in the lives of our beneficiaries.

Current holder	New post following internal restructuring
Main purpose	As part of the Independence and Wellbeing Team, deliver the financial assistance programme, putting the well-being of Blesma Members at the heart of everything we do
Location	Work out of Blesma offices – Frankland Moore House, 185-187 High Road, Chadwell Heath, Romford, RM6 6NA
Responsible to	Director Independence and Wellbeing (DIW)
Salary and Benefits	£21,000 pro rata, 21 hours per week (£16,000).

Blesma offers a contributory pension scheme – employer's contribution of 5% and a suggested employee's contribution of 5% and a Death in Service insurance benefit equal to one times annual salary.

Contract	Permanent.
Holidays	15 days per annum, plus statutory holidays.
Equal Opportunities	Blesma is an equal opportunities employer and commitment to this is expected.

Full details of Conditions of Employment are set out in Blesma's Employment Contract, the main features of which are standard for all staff.

We seek to attract and employ the best people from the widest talent pool, as well as those who reflect the diverse nature of our society. Blesma encourages a culture where people can be themselves and be valued for their strengths. With an increasingly agile workforce, we are open to flexible working arrangements where appropriate.

JOB SUMMARY

Main Duties

- Work with DIW and Blesma Support Officers (BSOs) to ensure effective delivery of the financial assistance programme
- Follow up requests for purchase of aids from BSOs, liaising with preferred providers and other suppliers in the purchase of stairlifts, life-lines and other aids
- Act as a 'friendly and sympathetic adviser' to Members who call the Chadwell Heath Welfare line, offering support and referring on to Membership Services colleagues and BSOs for further action as appropriate.
- Refer Members to other charities and partner bodies as appropriate
- Develop and maintain process maps for individual tasks to ensure accuracy and efficiency of work
- Develop a solid understanding of the priorities of Blesma and its standards and values
- Provide activities programme data to the Operations Director for Board of Trustees reporting purposes
- Any other reasonable duties as directed by DIW

The Main Duties above are issued for the purpose of guidance and may be subject to variation.

Main areas of difficulty

- Managing Members' expectations within the programme's budgetary constraints.
- Managing Members' expectations with regards to the timescales and levels of financial support provided by Blesma and other Service charities and the requirement for scrutiny of personal financial circumstances.

Person Specification

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Demonstrable knowledge of delivery of financial assistance programmes 	<ul style="list-style-type: none"> • Demonstrable knowledge of the needs of Blesma Members of all ages
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • A high level of accuracy in producing and recording information • Excellent organisational, time management and problem solving skills • Ability to work under pressure and to deadlines • Excellent interpersonal skills and the ability to develop and maintain effective working relations with Blesma Members, preferred providers, other ex-Service charities and agencies • Excellent listening skills • Computer literate including MS Word, Outlook, Excel and Database systems • Competent in the use of social networking communication tools 	
Qualifications	<ul style="list-style-type: none"> • Good standard of general education (GCSE or equivalent) 	

Experience	<ul style="list-style-type: none"> • Demonstrable experience of working in a similar grant giving role • Demonstrable experience of providing advice and guidance to clients/ customers • Demonstrable experience of providing administrative and secretarial support 	<ul style="list-style-type: none"> • Previous experience working in the voluntary sector, public sector or Armed Forces
Personal qualities	<ul style="list-style-type: none"> • Empathy with mission, objectives and values of Blesma • Engaging and proactive • Confident and friendly • Approachable • Compassionate • Calm under pressure • Analytical decision maker • Tactful and diplomatic • Flexible • Organised • Decisive • Discreet • Emotional Intelligence 	

Tasks

Grants Administration:

- Process requests for grants from Members, liaising with the appropriate BSO and DIW in accordance with the Grants Process Map, ensuring that opportunities for statutory support is explored and exhausted
- Ensure that value for money is maximised
- Troubleshoot cases when the need arises
- Input grants into bespoke system (ICARIS) in an accurate and timely manner and produce instructions for payment for the Finance Office, writing cheques and despatching all grant correspondence
- Inform Members and providers by email or letter of grant payment confirmation
- Preparation of information and briefing for DIW - individual cases and overall grant expenditure
- Follow-up actions on Blesma Form 21s, including liaising with other charities which have made contributions to the grants and contractors and suppliers.

Provision of Mobility and Disability Aids:

- Follow up requests for purchase of aids from BSO, liaising with preferred providers and other suppliers in the purchase of stairlifts, life-lines and other aids.
- Produce instructions for payment for the Finance Office, writing cheques and despatching all correspondence relating to the purchase, including settlement of invoices with suppliers
- Liaise with Blesma Members regarding delivery of the aids and processing their financial contributions where appropriate.

Continuing Assistance to Widows (CAW) Grants Programme:

- Maintain an up-to-date list of Blesma Widows in receipt of the CAW grant

- Process the grants in April and October, producing instructions for payment for the Finance Office, writing cheques and despatching all grant correspondence.

Chiropody Grants Programme:

- Maintain an up-to-date list of Blesma Members and others in receipt of the Chiropody Grant
- Process the grants as required (on receipt of invoices from chiropodists), producing instructions for payment for the Finance Office, writing cheques and despatching all grant correspondence

This job description covers the main tasks expected to be involved in undertaking the job and the main characteristics and qualities required of the jobholder. It is not meant to be all embracing and other tasks may be assigned to the jobholder as necessary and/or operational needs dictate.