

LONDON BOROUGH OF LEWISHAM JOB DESCRIPTION

Designation: Grants Officer

Grade: SO 1

**Reports To
(Designation):** Third Sector Manager

Grade: PO6

Directorate: Community Services

Section: Communities,
Partnership and Leisure

Main Purpose Of The Job:

To be a first point of contact for communications with the voluntary and community sector and deliver a wide range of both routine and more complex administrative tasks within the Culture and Community Development service in order to support the effective and efficient delivery of the division.

Summary Of Responsibilities And Personal Duties:

Ensure the effective management and maintenance of the division's payment systems relating to grants, bursaries and other financial payment systems.

Lead the communication with the voluntary and community sector to ensure they are fully appraised of council activity and external funding opportunities.

Act as a primary point of contact for external organisations or individuals seeking information on the community approach to the Neighbourhood Community Infrastructure Levy.

Lead the maintenance and development of communications activity with the Sector to ensure that they are fully informed about the changing legal, policy and funding landscape.

Organise and support the delivery of major events for the sector

Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Support the maintenance of records and monitoring for service budgets and contract registers.

Manage internal queries and information requests (only referring more complex queries to other members of the team)

To manage the service's grants processes, including correspondence and promotion, co-ordinating the production of grant aid application and contract documents, maintaining databases, and ensuring assessments are processed within deadlines.

To be responsible for, and manage, grant monitoring processes, liaising with lead officers and service managers as appropriate. Ensure that monitoring systems for grant aid are efficient and proportionate to the level of risk to the council. Ensure that officers and organisations submit appropriate monitoring on time.

To undertake grant assessments, recommend grant awards, monitor grant delivery and assist grant recipients as required. This will include undertaking a Lead Officer role for a number of Main Grant organisations.

Undertake general office management tasks, including supporting Business Continuity and Health & Safety processes, completing Display Screen Equipment (DSE) or other risk assessments and maintaining corporate registers or contract lists

Research and collate information for complaints and Freedom of Information (FOI) requests liaising with staff and managers to ensure that deadlines are met.

Coordinate induction and training sessions for new staff

Work flexibly across the service to provide cover for other officers as required.

Internal Contacts: Officers and managers from all services across the Council

External Contacts: Mainly voluntary and third sector organisations but also a range of suppliers for core council contracts, IT systems etc

Other Duties

Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public

Assist in carrying out the Council's Environmental Policy within the day to day activities of the post

Undertake other duties, commensurate with the grade, as may reasonably be required

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO
MEET THE CHANGING NEEDS OF THE SERVICE.

Number Of Fully Managed Staff:

n/a

Number Of Partially Managed Staff:

n/a

PERSON SPECIFICATION

JOB TITLE: Grants Officer

DEPARTMENT: Culture and Community
Development

GRADE:
SO1

Note To Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equal Opportunities

Commitment to implement the Council's Equal Opportunities policies	
Awareness of Equal Opportunities issues	

Knowledge

Excellent understanding of the organisation, management and control of administrative, business support and customer contact processes	S
Expert knowledge of issues facing Lewisham's voluntary and community sector	S
Excellent knowledge of communication and engagement techniques	
Good working knowledge of the requirements relating to handling sensitive data and information, particularly in relation to the Data Protection Act 1998	S
Knowledge of financial procedures and regulations	S
Good knowledge of customer service provision	S
Working knowledge of Health & Safety in the workplace	

Aptitude

Ability to effectively develop and implement a wide range of communication and engagement techniques	
Ability to research information and produce accurate management information in a range of formats.	
Ability to work with minimal supervision, planning and organising a varied	

workload within a changing environment to meet tight deadlines on a day	
Able to maintain discretion with dealing with confidential information	

Skills

Excellent ICT skills including spreadsheets, databases, word processing.	
Confident user of core business ICT systems (including but not limited to ICS/ IAS, Meridio and Microsoft packages)	
Excellent verbal and written communication skills, with a high level of numeracy	
Highly developed customer care skills, including an ability to deal sensitively with a wide range of customers and maintain good relationships with internal or external partners (within the public, private and voluntary sectors)	
Highly developed organisational and time management skills	

Experience

Good demonstrable experience of providing a high-quality and comprehensive administrative service, delivering core business processes to agreed performance standards	S
Good demonstrable experience of dealing with the public face to face, by telephone and via web enquiries .	S
Experience of working within a team	
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Good demonstrable experience in handling contentious and confidential issues in an effective manner	S
Experience in working within a pressurised environment, prioritising and organising conflicting workloads	S
Experience of liaising effectively with both statutory and non-statutory agencies	
Experience of working on own initiative, but identifying when it is necessary to seek advice or refer on to a senior officer any highly complex or contentious issues	

General Education

Good standard of general education	
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Personal Qualities

Responsive and customer-focused attitude to work	
Flexible approach to meeting the needs of the service and a willingness to learn new skills	

Circumstances

Able to attend meetings in the evenings, to work outside normal office hours and to work beyond minimum hours when required to achieve deadlines	
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DBS Disclosure Required? **No** ☒ **Basic** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post

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