**JOB DESCRIPTION – Grants and Project Operations Officer**

**LOCATION** Bristol (office/home based) with occasional UK travel

**RESPONSIBLE TO** Head of Operations and Projects, Practice and Service Development (PSD) Team

**DIRECT REPORTS**  Finance and Admin Assistant

**STATUS OF ROLE** Full Time 35 hrs per week

**PURPOSE OF POST**

This postholder will provide operational support to ensure the smooth delivery of PSD activity. In addition, they will maintain systems to ensure that delivery can be monitored, and that outputs and outcomes can be recorded for reporting purposes.

**SUMMARY OF DUTIES AND RESPONSIBILITIES**

**Operational Delivery for PSD**

Operational lead for the delivery of Together for Short Lives Grant Programmes.

a) Internal

Develop and maintain systems and processes to efficiently manage Together for Short Lives’ grant programmes. Ensure timely processing, tracking, and reporting on grant disbursements for families, while proactively communicating progress with stakeholders and maintaining accurate records for evaluation purposes.

b) External

Serve as the initial point of contact for external partners submitting applications for the Butterfly Fund (and other internal grants), providing professional assessment of applications against established eligibility criteria. Handle escalations of any borderline cases to the PSD leadership team as necessary with a focus on efficient resolution and be primary liaison with external partners in communicating outcome.

Line management of the PSD responsibilities within the Finance and Admin Assistant role, liaison with Finance on performance review.

1. Audit Compliance. Ensure appropriate audit trails are maintained on the approval and processing of grants, liaising with Finance as necessary on matters concerning the payment of grants.

System Oversight for Family Support Hub Activity. Manage and enhance systems used to record all Family Support Hub activity, coordinating with third-party providers (e.g., Iizuka, CHARIS) to ensure seamless operations and data accuracy.

Resource Management and Stock Control. Direct the oversight of key publication stock levels, ensuring adequate supply both on-site and at off-site storage facilities. Proactively manage replenishments and coordinate with relevant teams to initiate reprinting when necessary.

Logistics and Resource Dissemination.

a) Oversee the distribution of resources and opportunities (e.g., corporate gifts, publications) to external beneficiaries, ensuring timely and accurate delivery and keep records of activity as necessary

b) Oversee the logistical operations of ensuring team have necessary resources and equipment for events.

Service Directory Maintenance. Maintain an up-to-date online directory of services for our family webpages. Leading the annual review of entries and liaising with the Digital Team to make structural web changes as necessary.

**Monitoring and Reporting Facilitation**

Training and Support for Monitoring Systems. Provide training and ad-hoc support to team members on monitoring systems used to track and report on Family Support Hub activity, enhancing overall team capability.

Quality assurance. Maintenance of systems and documents in place to capture delivery activity. Proactively address any data inconsistencies by following up with responsible individuals.

1. Data Analysis and Reporting. Lead the data handling activities required across various sources to inform monthly and quarterly reporting on key performance indicators. Liaise as necessary with colleagues to collect and record performance data against all PSD owned indicators.

Funder reporting collaboration. Respond to fundraising requests for activity data, providing the required information to inform funder reports and bids as necessary.

**Project Management Support**

Project support. Providing support to PSD led projects, acting as the point of contact for elements of Family Support Hub activity delivered via 3rd party offers (eg Make a Wish, LawWorks) to ensure seamless project delivery.

1. Center Parcs UK. Manage activity offered through corporate partnership with Center Parcs UK. Act as the primary point of contact for the Corporate Partnerships team to distribute gifted breaks. Manage and maintain booking systems and lead the coordination of gifted breaks including management of Hospice and Hub breaks, family liaison and logistics. Work closely with the Corporate Partnerships Manager and Communications Officer to ensure dissemination of breaks and family experiences are accurately tracked and family feedback is captured.
2. Grant approval and Grant Reporting oversight. Lead administration of agreed processes for restricted funded grants (e.g., Morrison’s Making Memories Together and Building a Legacy Capital Fund), including setting up systems to enable the approval, payment, and detailed reporting of activity.

**General Administration**

1. Actively participate in team development. Contribute to PSD team meetings and to wider organisational meetings and events where appropriate.
2. Responding to requests from the PSD Leadership Team, as appropriate.
3. Carry out any other duties as are within the scope, spirit and purpose of the post as requested by your line manager.

**PERSONAL SPECIFICATION**

| **QUALITIES** | **ESSENTIAL** | **DESIRABLE** |
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| **Qualifications** | A level or equivalent | Health or social care or qualification |
| **Experience** | Providing information to a range of service usersKeeping records and producing reports Providing support to a team | Previous involvement in grant programmesKnowledge of data protection and confidentiality protocolsManaging levels of stock |
| **Skills & Abilities** | High level of IT abilityConfident telephone mannerExcellent writing skills; able to write in different formats and to a range of audiences. Confident face-to-face communicator Ability to input into and interrogate databasesAbility to prioritise workload in a demanding environmentGood organisational skills | Updating web copy using WordPressReport writing |
| **Personal Qualities** | Ability to work effectively in a team and as an independent workerComfortable engaging with new audiencesEmpathy Good time management |  |