

Job title: Grants Administrator Full time 35 hours	Responsible for: Grants Administration	Responsible to: Grants Officer RNRMC
--	---	---

Context

The Royal Navy and Royal Marines Charity's (RNRMC) vision is for a world in which our sailors and marines and their families are valued and supported, for life. We strive toward this by working with others to provide support to those in need, dependents after bereavement, the Serving community, and Veterans.

The Grants department is responsible for the delivery of funding to wide range of projects and services supporting The Royal Navy and Royal Marines as well as to external organisations who provide support to the beneficiaries of the charity. The Grants Administrator will provide administrative support to the grants department and excellent customer care to our visitors and callers.

Role

Reporting to the Support and Partnerships Manager the role of Grants Administrator will provide administration support to the smooth operation of the grants process.

The post holder will work independently on specific tasks and as part of a supportive team working together to achieve strategic priorities for grant making and in support of fundraising priorities. You will be expected to develop excellent working relationships with a broad range of internal and external stakeholders.

You will work with key partners including: -

- RNRMC Groups and Family Charities
- Organisations funded by RNRMC
- The Royal Navy
- The Royal Marines

Responsibilities

- To act as first point of contact for call and email queries from grant applicants and prospective applicants.
- To ensure all incoming enquiries and correspondence (received via phone, email, and letter or in person) are dealt with correctly and in a timely manner.
- Produce letters for grant applicants.
- To service the Grants Committees, including production of papers, booking rooms and hospitality arrangements.
- To provide admin support to the delivery of workshops and events for stakeholders and grant recipients.
- To provide a general admin service as required to the Grants Team and external external organisations.
- Contribute to good relationships with key stakeholders and contacts.
- Team player: help deliver ad-hoc projects; positively contribute to meetings; and champion The Royal Navy and Royal Marines Charity.

Knowledge & Experience

Essential

- Experience of undertaking administrative tasks.
- Excellent written and verbal communication skills.
- Strong prioritisation, time-management and organisational skills.
- Ability to empathise with the needs of clients.
- Proven IT skills with Office 365 with particular focus/detailed usage of Microsoft Outlook, Word, Teams, PowerPoint, SharePoint and Excel.
- Demonstrate potential and willingness to learn other applications.
- Understanding and empathy with the aims of the RNRMC.
- Evidence of a high work rate and effective productivity as the role requires working within tight timeframes.
- Ability to take Minutes or Records of Meetings.

Desirable:

- Experience of CRM Database use
- Experience of working for a charity or not-for-profit organisation.
- Understanding of HM Forces and the Services environment.

Education & Qualifications

Essential:

Sound education to at least 5 GCSEs (Grades A-C) or equivalent (including Maths and English).

Desirable:

Skills/Aptitudes

Essential:

- Flexible and adaptable, able to juggle a range of different tasks to meet deadlines.
- Ability to remain positive and create a professional reputation for the RNRMC.
- Highly developed and effective interpersonal and communication skills.
- Proven ability to be accountable and use initiative.
- Ability to work both alone and as part of a team.
- A willingness to learn new skills and working systems.
- Exceptional organisational skills.
- Ability to complete tasks within a structured work plan with minimal supervision and direction.
- Demonstrate a positive, willing and cheerful attitude and demeanor to ensure exceptional customer service is delivered.
- Commitment to high quality service and efficiency in all aspects of the organisation's operations.