

Community Foundation for Northern Ireland
JOB DESCRIPTION

Job Title:	Grants and Donor Care Officer
Hours:	35 per week
Duration:	Permanent
Salary:	NJC Points 23 to 25 (£27,741 to £29,577)
Responsible to:	Grants Director
Location:	Initially, the post will be home-based as we are currently working remotely. This is likely to change to the Foundation's Belfast Office when lockdown restrictions ease.

Summary of Main Responsibilities

The Community Foundation for Northern Ireland exists to connect people who care to causes that matter. We help donors choose how, when and where they give, by helping them to set up funds, supporting them to make grants and to see the impact of their donations on local communities in greatest need.

About You

This is an exciting and important role in the Foundation. At the heart of our staff team, you will be someone who is motivated and committed to our values and our vision and mission. You will have excellent communication and organisational skills, with the ability to deal with people from diverse backgrounds, and great at building relationships with staff and customers. You will have experience of working in a busy environment. You will be committed to providing excellent customer service and enjoy working within all of our teams, as well as on your own initiative.

We expect you to have strong administrative and analytical skills, be highly organised and proactive, with the ability to plan and manage your time effectively. At times you will need to prioritise your work and be able to work under pressure. We expect all our staff to have strong IT skills and be competent in using MS Office or Google Workspace and databases.

In each of the areas detailed; we also expect that you will quickly identify improvements and efficiencies; that your voice will be key in helping us see how we can do things better. We will continually be listening to you for ideas about how we can live our culture, and deliver a better service.

The Grants and Donor Care Officer is responsible for making effective grants that support the objectives of the Foundation; and building strong relationships with donors and funders that encourage them to invest more in the local community through the Community Foundation.

The responsibilities of the Grants and Donor Care Officer will include:

Donor Care:

- Maintaining good relationships with funders and donors in order to provide an excellent, quality donor service and care, particularly for those funds leading on
- Working alongside the Grants & Donor Care Team and other Foundation staff to assist in the development of funding opportunities for both new and existing donors and funders
- Organising and supporting events and visits to encourage donors to invest

Grant Management:

- Maintaining and developing the database of donors, funders, grants, grantees and grant applications to enable good relationships with funders and donors, and encourage those funders and donors to invest more in the local community through the Community Foundation
- Supporting users of the above systems and databases to use them effectively
- Liaising with the Grants Support Team to ensure the website is up-to-date with grant programmes that are currently available
- Reviewing applicant's supporting documentation as per programme guidelines, and working with the Grants Support Team to allocate awards and issue contracts using a CRM system for allocated funds
- Maintaining and developing a central record of all grant-making programmes, including funding availability, guidelines, closing dates and panel meeting dates for allocated funds

- Preparation of internal and external reports for staff, Trustees, Donors and Funders
- Organising panel meetings for funds leading on, coordinating the support team to prepare and issue grant panel papers, spreadsheets, and post panel
- Support minute taking for panel meetings for funds leading on
- Carrying out assessments of grant applications, (on site and/or online assessments), preparing and presenting grant summary reports for assessment panel and board of Trustees
- Responding to grants related queries
- Organising and delivering grant information events and funding fairs as need arises, this may include face to face meetings; webinars; online tutorials; telephone helpline

Monitoring:

- Supporting the development and monitoring of the Foundation's impact report system
- Supporting the monitoring and reporting of impact of projects, particularly for funds leading on, including meeting with grantees, to ensure they meet targets and objectives and to provide guidance & support if difficulties arise
- Supporting the preparation and analysis of impact reports

Finance:

- Supporting the Support Team and Finance Team to make grant payments, for CFNI Programmes

Organisation:

- Being informed about the issues facing the Voluntary and Community Sector
- Contribution to the development and implementation of CFNI's strategy
- Participating in and contributing to the overall work of the Community Foundation for Northern Ireland as required
- Identify opportunities for personal development and learning

Grants and Donor Care Officer - Person Specification

	Criteria	Assessment
Essential Criteria		
Qualifications	At least 5 GCSE's (Grade A to C) or equivalent, including Maths and English	Application
Experience	At least 3 years' experience of building strong external relationships with donors or funders, which have resulted in increased income for an organisation.	Application, interview, including test/presentation
	At least 3 years' experience of working with local communities to include experience of at least three of the following, one of which MUST be grant assessment: <ul style="list-style-type: none"> • Grant making • Grant assessment (applications assessed independently and presented to a panel) • Reporting to funders • Monitoring and evaluation processes • Project management • Working with voluntary committees. 	Application, interview, including test/presentation
	Experience of using a grants management or customer relationship management system such as Salesforce.	Application, interview, including test/presentation
	Relevant experience and knowledge of the community and voluntary sector, particularly the current issues that the sector is facing.	Application
Knowledge/ Skills	Excellent communication skills including the ability to communicate orally and in	Interview, including test/presentation

	<p>writing in a clear and concise manner, including writing reports.</p> <p>Strong IT skills including the ability to use IT systems to implement, manage and monitor processes and workloads.</p> <p>The ability to draw out the policy implications of grant programmes.</p> <p>The ability to work independently, as well as in a team, and to tight deadlines, proactively and on own initiative.</p> <p>The ability to work with accuracy and attention to detail.</p>	<p>Interview test/presentation</p> <p>Interview</p> <p>Interview</p> <p>Interview test/presentation</p>
Other Requirements	<p>Commitment to the Foundation's vision and values of Generous, Thriving and Together.</p> <p>Able to work flexibly, including on evenings and weekends, when required.</p> <p>Committed to working in all areas and communities within Northern Ireland.</p> <p>Full driving licence and access to a form of transport. Consideration will be given to alternative traveling proposals in respect of applicants with a disability who cannot hold a licence.</p>	<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application</p>
Desirable Criteria		
Qualifications	A degree, or other third level qualification, in a relevant discipline	Application
Knowledge/ Skills	A working knowledge of Google Workspace	Application

Summary of Main Terms and Conditions

- This is a full-time permanent post. Working hours are 35 per week, exclusive of meal breaks.
- The hours for this post are Monday to Friday, 9.00 a.m. to 5.00 p.m. and based in the Foundation's Belfast Office. The Foundation is a flexible employer operating a flexible working policy. Initially, the post will be home-based as we are currently working remotely. This is likely to change to the Foundation's Belfast Office when lockdown restrictions ease, when the postholder will be required to work at least two days per week in the office. Some travel across NI to visit and meet with grantees and other stakeholders will also be required.
- Holidays are 25 days annually and birthday off (plus statutory & customary days).
- The post-holder may be eligible for membership of the Foundation's Pension Scheme.
- The post-holder will be entitled to membership of the Foundation's HealthShield Employee Benefits Scheme.
- The post is subject to a probationary period of up to 6 months.
- The post-holder will not be entitled to on-site parking.

CLOSING DATE FOR RECEIPT OF COMPLETED APPLICATIONS: 12.00 NOON ON FRIDAY 3RD SEPTEMBER 2021.

Applications must be signed and completed in full using additional pages where necessary. CV's will not be accepted. Applications must be returned by email to the Foundation's Belfast office to: Email: fotoole@communityfoundationni.org

The Community Foundation for Northern Ireland is an equal opportunities employer. We welcome applications from all suitably qualified persons. However, as men are currently under-represented in our workforce, we would particularly welcome applications from men.