



Grants and Services Officer – Job Description and Person Specification

Job Title:	Grants and Services Officer
Location:	Based onsite at the ABF office in central London, with some hybrid / flexible working
Hours:	5 days per week (35 hours), with a minimum of 3 days in the office.
Salary:	£38,000 per annum
Responsible to:	Head of Grants and Services
Responsible for:	N/A
Eligibility:	This role is subject to a satisfactory enhanced DBS check
Purpose of role:	To support the ABF's work in supporting actors and stage managers, by providing grants, signposting and support to beneficiaries. Supporting the delivery and evaluation of ABF services

Key Responsibilities

- Assessing applications for assistance from actors and stage managers. Making support decisions in line with the ABF's grant giving guidelines
- Managing a caseload of beneficiaries. Maintaining contact with beneficiaries on the caseload to ensure that the ABF's support is appropriate to their circumstances
- Supporting the identification, design, provision and evaluation of services and resources, including but not limited to webinars and preventative health interventions
- Leading on the production of digital tools and materials, developing a digital approach to supporting the acting and stage manager community
- Supporting research projects into the needs of the acting and stage management community
- Identifying whether applicants/beneficiaries may be eligible for state benefits which they are not in receipt of, sharing relevant information and signposting
- Establishing and managing relationships and referral routes into other agencies, for instance debt, housing, and legal advice
- Working collaboratively with colleagues to contribute to the review and development of ABF policies and procedures
- Proactively identifying opportunities to share knowledge and experience of grantmaking with colleagues, including examples of best practice
- Ensuring compliance with relevant data protection and privacy regulations, and the ABF's GDPR policy, maintaining the security of sensitive information.
- Recording all interactions relating to beneficiaries and service users on the ABF's database. Update the database with details of actions, including support awarded to beneficiaries no later than 2 working days of the action being completed.
- Carry out any other duties as instructed by your line manager

Person Specification

Knowledge and Experience	
Essential	Desirable
Experience of assessing grant applications, and carrying out grant making activities	Experience of working in the charity, health, or social care sectors
Experience of processing grant applications and making decisions in line with specific criteria	Understanding of the health and welfare sectors
Experience of service design, delivery and project management	Understanding of challenges faced by those in the theatrical profession
Experience of developing digital tools to support service users	Experience of working on research projects
Experience of evaluating services and measuring impact	Experience of working with clients with complex health needs
Knowledge of the state benefits system	
Experience of using a case management system / database to support high quality service delivery from initial contact through to evaluation	
Experience of handling and processing data within the requirements of GDPR	

Skills and Competencies
Proficient in the use of IT, including with Microsoft Office
Strong analytical skills
Journey mapping and service design skills
Excellent organizational and multitasking skills to manage various tasks simultaneously
Strong attention to detail and accuracy in handling data and documentation
Effective communication and interpersonal skills to work collaboratively with team members and stakeholders
Ability to manage sensitive and challenging conversations with clients empathetically and effectively
Commitment and passion for the charity's objectives and strategic direction
Ability and enthusiasm to identify, adapt to and propose service developments and changes