

## **Job description – Relief in Need Coordinator**

### **Mountsorrel United Charities Mountsorrel Relief in Need Charity & Charity of Hugh Phipps**

<b>Responsible to</b>	Chair of Mountsorrel United Charities
<b>Contract</b>	Part-time self-employed, renewed annually
<b>Job location</b>	Home based, with 8+ evening board meetings per year in Mountsorrel, and via Zoom

#### **Purpose of the role**

- To ensure that grant applications to the Mountsorrel Relief in Need Charity and the Charity of Hugh Phipps are effectively processed and administered

#### **Main duties**

- Handling all enquiries and applications for grants
  - Acting as the first point of contact for individual and organisational applicants by fielding telephone, in-person and web enquiries
  - Visiting individual applicants in their homes and gathering detailed information about their needs, circumstances and finances
  - Inputting applicant information onto a database and maintaining the database of applicants, applications and grants
  - Processing applications from organisations and attending meetings with organisational applicants from time-to-time
- Conveying details of grant applications to trustees
  - Preparing and circulating details of applications in advance of trustee meetings, including matters arising from previous meetings
  - Attending trustee meetings, presenting information and answering questions from trustees
- Processing applications after trustee meetings
  - Feeding back to unsuccessful applicants
  - Arranging the purchase of agreed goods and delivery of agreed services to successful applicants
  - Checking with applicants that goods have been delivered and that work undertaken is satisfactory
- Liaising with suppliers of goods and services
  - Forging and maintaining good relationships with suppliers, including maintaining a list of preferred suppliers and recommending alternative suppliers as appropriate
  - Obtaining competitive quotes for work
  - Reviewing annual work schedules
  - Making quarterly visits to sessions funded by the charity
  - Obtaining update reports from organisations that receive grants
- Liaising with the Clerk by forwarding all invoices promptly to ensure timely payments to suppliers
- Liaising with like minded organisations working in Mountsorrel

- Acting as first point of contact for any complaints from applicants and suppliers
- Researching and preparing reports and information on relevant issues for consideration by trustees, in consultation with the Chair
- Ensuring all publicity about the charity is regularly updated on village noticeboards and online
- Liaising with the Chair
- Any other duty as required by the Chair commensurate with the post

**Please note that the above job description describes the role as it is usually carried out. At present, separate arrangements due to Covid-19 are in place to ensure the safety of the postholder.**

### **Person specification**

- Essential
  - Relevant experience of working directly and sensitively with service users in need, hardship or distress
  - Relevant experience of presenting information at meetings
  - Able to represent the charity to people from a wide range of backgrounds, including communicating information to those who may be disabled, frail or otherwise vulnerable
  - Database and word-processing skills sufficient to maintain the database and produce reports
  - Friendly and approachable but also able to be firm and tactful when dealing with occasional adverse behaviour from stakeholders
  - Knowledge and understanding of safeguarding procedures
  - Empathetic, caring and considerate, respectful and non-judgemental
  - Understanding of issues affecting people living in poverty
  - A self-starter, able to work on own initiative
  - Comfortable with lone-working
  - Able to respect the need for confidentiality and maintain it
  - Knowledge of the Mountsorrel / Soar Valley / Charnwood area
- Desirable
  - Relevant experience of grantmaking, ideally within a charity context
  - Relevant training eg benefits, safeguarding
  - Car-driver with access to vehicle to carry out visits