

## Health & Independent Living Support

### PART 1: JOB DESCRIPTION

<b>Job Title:</b>	Grants Officer for St Albans Old People's Trust
<b>Location:</b>	Jubilee Centre, Catherine Street, St Albans, AL3 5BU. By mutual arrangement, after a qualifying period, non-contractual hybrid working may be permitted.
<b>Salary:</b>	£28,000 Pro rata. Plus benefits. Permanent role.
<b>Hours of Work:</b>	28 hours a week. To be worked flexibly within 8am – 6pm Monday – Friday.
<b>Responsible to:</b>	Grants Manager, St Albans Old People's Trust
<b>Responsible for:</b>	Day to day running of the grants-giving process for St Albans Old People's Trust
<b>Contacts:</b>	<b>Internal Contacts:</b> Grants Manager, Grants Assistant, Secretary to Trustees, HILS HR team, Trustees. <b>External Contacts:</b> Grant applicants, suppliers, referrers including; Citizens Advice, local charities supporting older people, St Albans District Council Housing and Benefits teams and Social Work teams from Herts County Council.

#### Role Summary:

#### About Us

Health and Independent Living Support (HILS) is a growing charitable social enterprise, providing services to clients in Hertfordshire and other counties, to enable them to live independently in their own homes.

The role will involve being employed by HILS but working exclusively for St Albans Old People's Trust (the Trust), a Hertfordshire charity.

The Trust is a friendly, grant-giving charity that makes grants to individuals living in the St Albans District of Hertfordshire, of around £200,000 a year. Its mission is to improve the lives of the district's older residents who are on a low income and have limited savings. The Trust gives grants to individuals in the form of items, such as appliances, furniture, and mobility items. Group grants are managed by the Grants Manager.

#### The Role

You will be running the day-to-day case management of a grant-giving process. You will have a caseload of clients who you will assist from first contact, quickly establishing trust and rapport whilst gathering personal and financial information, through to writing a grant application, then arranging supply of the item and invoicing.

The job involves working directly with older, vulnerable clients, including those with sensory loss, physical, or mental health needs, so it is important to demonstrate empathy whilst maintaining focus on the requirements of the Trust's grants application process.

In addition, you will signpost our often-vulnerable clients to other services which can support their welfare and wellbeing. From time to time, you will also be asked to manage a range of small projects and issues as they arise.

## Principle Responsibilities

**Client Liaison and Grant Management:** Manage a caseload of clients from initial contact through to invoicing, establishing a rapport with the applicants and referrers. Prepare grant applications for consideration, ensuring that concise, but complete and accurate information about the client's circumstances is highlighted. Signpost clients to additional support as appropriate.

**Record Keeping and Purchasing:** Maintain excellent records of all contacts with clients using OneDrive and arrange for purchase and recording of items using Quick Books invoicing system.

**Administrative Tasks:** Type up application forms from client information received by phone, email, letter or in person, chasing clients for missing information, scanning client documents and invoices onto the One Drive system.

**Marketing and Promotion:** Meet clients at the Trust's weekly hot-desk at St Albans Council's Community Health Hub, promote the work of the Trust at events, on market stalls, distribute leaflets promoting the Trust to community venues and help create case studies for social and traditional media.

**Other responsibilities:** Report any safeguarding issues, ensure GDPR compliance, attend training eg Dementia Friendly, Old People's Benefits, Safeguarding, GDPR. Work on ad-hoc projects assigned by the Grants Manager and throughout all work and interactions, maintain and enhance the public reputation of St Albans Old People's Trust

### Important note:

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by the Grants Manager and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

## PART 2: PERSON SPECIFICATION

### Qualifications & Job Requirements:

#### Essential:

- Excellent communication skills
- Strong administration skills and high attention to detail
- At least 4 years' experience working in a customer-facing role (either paid or as a volunteer) dealing with complex issues and /or vulnerable people
- Satisfactory DBS check
- The right to work in the UK

Driving is not essential for this role

#### Desirable:

- Experience within a grant-giving role
- Experience working with older people
- Experience of working or volunteering within a charity

### Skills, Knowledge, and Experience:

#### Essential:

- Ability to work on a range of client cases / projects simultaneously
- Committed to excellent customer care and providing an efficient and effective quality service
- Experience / comfortable in asking clients for financial information and details of their personal circumstances
- Excellent organisational, time management and prioritisation skills
- Awareness of data protection and client confidentiality
- Good knowledge of Microsoft Office packages i.e. Word, Excel, Outlook
- Ability to work independently and as part of a small team

#### Desirable:

- Previous use of Quick Books or other invoicing packages.
- Working or volunteering with older people or other vulnerable people
- Knowledge of benefits and entitlements for older people

### Personal Qualities:

#### Essential:

- Able to communicate with clients, colleagues and external parties effectively and positively, in particular to quickly gain the trust and establish a rapport with prospective clients.
- Ability to stay focussed whilst dealing with vulnerable, sometimes distressed, clients/ clients who describe distressing circumstances.
- Enthusiastic, motivated, and able to work on own initiative and prioritise effectively.
- A reliable, supportive, and friendly team player
- A commitment to equality and diversity

### To Apply

Please complete the HILS job application form [Link](#)

Or see the HILS website for a copy of the application form [Link](#)

Job Type: Part-time, (28 hours a week). Permanent

Pay: £28,000 pro rata

### Closing date:

Closing date: 5pm on Monday 10 March

Interviews will take place in person, week beginning 24 or 31 March 2025

## PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

### HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business:



We are **caring**  
and **compassionate**



We act with  
**integrity**



We go **above**  
and **beyond**

Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

### HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.