

JOB PROFILE			
Role:	Head of Individual Grants	Date profile last reviewed:	11 December 2018
Name:		Reports to:	Director Welfare & Policy

1. MAIN SUMMARY OF ROLE:

To lead and manage the delivery of individual grants, including overseeing the RAFBF application process, incoming enquiries and applications, and the delivery of advice and charitable assistance.

2. KEY RESPONSIBILITIES:

1. Lead and manage the Individual Grants Team, overseeing the awarding of individual grants for general welfare issues, the provision of benefits and income maximisation advice. Review and authorise applications from Welfare Executives up to £6k, and carry out effective monthly audits as part of the Fund's quality assurance processes.
2. Action applications from serving personnel for RAFBF welfare assistance, preparing cases for consideration by the Main Grants Committee (MGC) and Director Welfare & Policy (DWP) where necessary, including maintenance of computer records and generation of correspondence. Be credible as a grant maker.
3. Manage applications from ex-service personnel, their widows and eligible dependants for general welfare assistance involving sums greater than £15,000 per case; preparing cases for consideration by and disbursement from the MGC, including maintenance of computer records and generation of correspondence.
4. Manage the Welfare Services Team via the delegated lead Individual Grants Welfare Executive/Welfare Services Manager, as well as the Welfare Support Helpline/Web Chat line and the efficient processing of incoming enquiries and applications.
5. Manage the RAF Subscriptions Team based at RAF Brize Norton. Ensuring that the Dependant's Fund (Dep Fund)/Dincome Trust/Service Days Pay Giving scheme operate efficiently and in accordance with policy. This includes membership of the Dep Fund/Dincome Management Committee.
6. Contribute effectively to DWP's leadership team, including the proactive and empathetic development of a high performing HoDs and wider Welfare team.
7. Recruit, select and performance manage staff in accordance with HR Policies, seeking advice/support from HR as appropriate.
8. Be the main point of contact with caseworking organisations in relation to policies and procedures and RAFBF presentations.
9. Department lead on the compilation, updating and issue of Welfare Policies and Procedures and the Caseworker's Handbook.

10. Lead on CARE (in-house Welfare grant giving IT system), Cobseo Casework Management System (CMS) issues and the introduction of the proposed CMS 2 Mosaic upgrade.
11. Manage and lead an innovative and proactive national and regional welfare Reaching Out campaign via print, radio and digital media to connect with the RAF family.
12. Be a member of relevant committees and boards, including: the RAFBF Welfare Committee, the Welfare Coordination Group, the Air Pilots Benevolent Fund, the ACO Grants Forum, the Irish Ex-Services Trust and the Welfare Management Board; and deputise for DWP at the Casework Steering Group/CMS Board.
13. Manage the Fund's Small Grants and Education Committees, and act as advisor to Welfare Executives and Committees on eligibility criteria and the application of Fund welfare policy relevant to individual grant cases.
14. Prepare the annual budget for individual grant-giving income and expenditure, and proactively monitor and manage the budget throughout the year.
15. Be the Welfare Brand Champion.
16. Represent the Director Welfare & Policy, if required to do so and undertake any tasks not necessarily related to specific casework as directed by Director Welfare & Policy.

3. PERSON SPECIFICATION

Qualifications

Essential	Desirable
Proven educational standard	Lived RAF HR experience as a practitioner <u>or</u> Degree or RAF equivalent

Knowledge / Experience

Essential	Desirable
Proven ability in welfare casework, including dealing with data protection and safeguarding issues	Head of grants team within a charity or OC PMS/PSF or WO PMS in the RAF Knowledge and awareness of the State Benefits System
Direct line management experience of staff	
Experience of operating effectively at management level in an organisation	Knowledge / experience of the RAF
Experience of effective budget management	
Proven ability to help shape and deliver policy and strategy	
Sound IT and administrative background	Experience of working in a complex and customer focused organisation
Able to hold the office of a company director	

Competencies

Essential	Desirable
Delivering Results and Meeting Customer Expectations – focusing on customer/beneficiary needs and ensuring a high standard of delivery both in terms of quantity and quality. Understanding of and empathy with those facing adversity	Writing and Reporting – writing clearly and succinctly, in a well-structured and logical way
Working with People – listening, supporting and consulting with others, recognising their contribution	Planning and Organising – managing time effectively, meeting deadlines and prioritising workload
Leading and Supervising – providing others with clear direction, motivating and empowering, and setting appropriate standards of behaviour	Adapting and Responding to Change – demonstrating flexibility in adapting to changing circumstances, accepting new ideas
Relating and Networking - establishing good relationships with colleagues, beneficiaries and external contacts, relating well to people at all levels	Persuading and Influencing – analysing data, probing for further information and making rational judgements from the available information and analysis
Deciding and Initiating Action – taking responsibility for making prompt, clear decisions which may involve difficult assessments	Presenting and Communicating Information – speaking clearly and fluently, expressing key points, projecting credibility and undertaking presentations with skill and confidence
Adherence to Principles and Values – demonstrating the highest levels of integrity, promoting and defending equal opportunities and organisational values. Empathy with the Fund's mission and values	Coping with Pressure and Setbacks – working productively and maintaining a positive outlook at work

Signature

I confirm this job profile has been drawn up with my full involvement and accurately reflects the responsibilities of the role.

Postholder's Signature:

NAME:

Line Manager's Signature:

NAME:

Date:

General Information:

Probation: The probation period for this post is six months.

Notice Period: The notice period for this post is three months.

Smoking: The RAF Benevolent Fund has a no-smoking policy.

Equal Opportunities: You are required to comply with the Fund's Equal Opportunities Policy and ensure that employees receive equal treatment at all times.

Health and Safety

You must discharge your responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for your own health and safety and that of others. You must also ensure that agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Confidentiality

You are subject to the General Data Protection Regulation (GDPR) and must not disclose confidential information, particularly that relating to employees, beneficiaries and their records. You are also responsible for the accuracy and integrity of any information which you enter. You must not use personal data held by the Fund for any unauthorised purpose nor disclose such data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Fund, unless expressly authorised to do so by Head of Secretariat who is the Data Protection Officer.

Risk Management

The Trustees of the Fund have adopted a policy of risk management which accords with Charity Commission requirements. Risk management is the responsibility of each member of staff.

Suggestions that might assist the Fund in meeting its objectives in a pragmatic and cost-effective way should be directed to your line manager or the Fund's Risk Review Co-ordinator.

Conflict of Interests

You may not, without the consent of the Fund, engage in any outside employment. In accordance with the Staff Handbook, you must declare to your line manager any private interest or voluntary/public duties which could potentially result in personal gain as a consequence of your employment with the Fund. Interests that might appear to be in conflict should also be declared.

Place of Work

This role is office based at the Fund's Head Office, located at 67 Portland Place, London W1A 1AR. You may be required to work on the Fund's alternative sites from time to time and to visit and make presentations to partners and other groups around the country as necessary.

Review

This job profile is intended as a basic guide to the scope and responsibilities of your post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with you.