

JOB PROFILE			
Role:	Head of Individual Grants	Date profile last reviewed:	May 2021
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, beneficiary enquiries and applications, the provision of benefits advice, charitable assistance and in-service RAF subscriptions.

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 £10k and carry out effective monthly audits as part of the Fund's quality assurance processes.
2. Personally 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 £20,000 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 (Welfare Navigators and Welfare Services Administrators) via the delegated Welfare Services Manager, as well as the Welfare Enquiry Helpline 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 [the latter in conjunction with Fundraising staffs] operate efficiently and in accordance with policy. This includes membership of the Dep Fund Board and DIncome Trust 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 A Guide to Our Services.
10. Lead on CARE (in-house Welfare grant giving IT system) and Cobseo Casework Management System (CMS 2) issues.
11. Be a member of relevant committees and boards, including: the RAFBF Welfare Committee, Dep Casework Steering Group, CMS Working Group, the Air Pilots Benevolent Fund, the Irish Ex-Services Trust and Welfare Management Board.
12. Manage the Fund's Small Grants Committee and act as advisor to Welfare Executives and Committees on eligibility criteria and the application of Fund welfare policy relevant to individual grant cases.
13. Prepare the annual budget for individual grant-giving income and expenditure, and proactively monitor and manage the budget throughout the year.
14. Deputise for Director Welfare & Policy in his absence, if required to do so.
15. Undertake any tasks not necessarily related to specific casework as directed by Director Welfare & Policy.

3. PERSON SPECIFICATION

Qualifications

Essential	Desirable
Proven educational standard	Degree or relevant RAF CLM training

Knowledge / Experience

Essential	Desirable
Proven ability in welfare casework, including dealing with data protection and safeguarding issues	Knowledge and awareness of the State Benefits System Head of grants team within a charity or OC PMS/PSF in the RAF
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	Ideally up to £4m pa

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 needs and ensuring a high standard of delivery both in terms of quantity and quality	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	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: