

WRAC ASSOCIATION JOB DESCRIPTION

Job Title: Administration and Grants Officer	Reports to: CEO	
Weekly Hours: 30 in-person, working 4 x 7.5 hour days	Prepared by: CEO & Trustees	Date: Sept 2026
Main purpose of the role		
Work responsively within a small agile team to deliver support and foster camaraderie within the membership of the WRAC Association and advocate for the wider female veteran cohort across all areas of delivery including membership and events, with particular responsibility for grant assessment, management, and delivery, in support of the WRAC Benevolent Fund.		
Scope of Role		
Key stakeholders: Trustees, WRAC Benevolent Fund Major Grants Committee members, SSAFA, TRBL, other relevant charities. Team colleague cover: Provide essential activity cover for team members during periods of absence and as may reasonably be required by the CEO. Travel requirements: To attend occasional meetings and events to promote the work of the Association as directed by the CEO, including planned weekend or evening member events.		
Key Responsibilities		
Administration: Work within the wider Association team on membership and event related matters, assist Head of Ops to deliver events and support volunteers Provide general support within the Association office inc. answering telephone calls, managing post, stationery ordersProcess, fulfil and dispatch shop orders, manage shop stockAnswer general telephone and email enquiries in a timely and courteous manner and liaise with members as appropriate Maintain database information including member details Write reports and copy for the WRAC Association magazine 'Lioness' as directed.. Benevolence and Grants Funds: Receive applications for assistance from the Service Charity Case Management System Assess each application to determine eligibility against fixed criteria Input eligible applications into the CRM system (Salesforce) and update status during the grant giving process Assess whether applications are considered as Major or Minor grants using criteria agreed by Trustees Decide the level of award for Minor grants and pass the decision to Finance to make payments as soon as possible Organise and act as the Secretary for all Major Grants Committee Meetings including preparing paperwork on each applicant identifying all relevant factors that may or may not support their case, liaising with Finance to make payments as soon as possible after the meeting Identify applicants who should be considered for an annuity or Annual Maintenance Grant Identify applicants who may benefit from other forms of aid or who should apply for state or other benefits Conduct periodic reviews of all beneficiaries awarded annuities or Annual Maintenance Grants Maintain and administer the Beneficiaries Database Provide Benevolent Fund updates as required including for use in publicity and promotion materials Compile statistics and reports, and produce returns as required by the Trustees and the CEO Liaise with other charities as required Liaise with appropriate almonising agencies to gather additional information as necessary Publicise the aims and process of the Benevolent Fund within the Association and to external agencies Identify improvements to the grant giving process to increase its efficiency Other: To carry out other duties commensurate with this post as are reasonably required and directed by the CEO		
Personal attributes: Qualifications, experience, skills, knowledge and competencies required to fulfil the role		
Essential: Excellent administrator with a high level of IT skills, inc. use of MS Office and Google software, plus competent use of Salesforce Excellent interpersonal and teamworking skills Numerate, and meticulous in all aspects of personal casework and financial work associated with awarding grants Confidence to communicate effectively with colleagues, Executive Officers and a range of external partners Understand the needs of and have empathy with vulnerable people in society, particularly those in financial hardship Ability to think ahead and be proactive in the development of the charity in meeting its objectives Plan and manage own workload and meet deadlines	Ability to make sound decisions based on clear criteria for the award of grants Able to work independently, but are also used to working in a small team environment where additional short term priority tasks need actioning, and prepared to support such tasks Desirable: Experience of MOSAIC or similar case management systems Experience of grant giving/benevolent fund management Knowledge of the WRAC and its predecessors, QMAAC and ATS, the Army and its regimental system Knowledge of the Service charity sector including Regimental Associations, SSAFA and TRBL Working knowledge of the state benefits available to those with disabilities or in financial hardship	