

Grants and Welfare Officer Recruitment Pack



Job Title	Grants and Welfare Officer (12-month maternity cover)
Line Manager	Support Services Manager
Job Location	Remote/Hybrid – This role will require attendance at Cavell’s office in Redditch, Worcestershire on Tuesdays and Wednesdays
Hours	Full time, fixed-term contract, 35 hours per week (we’re open to discussions about flexible working)
Salary	£27,000 - £30,000
Holiday	Cavell offers 30 days annual leave (pro rata) which includes 3 fixed days between Christmas and New Year in addition to bank holidays.
Pension	Up to 8% employer contribution

Cavell is the charity that transforms the lives of nurses and midwives facing crisis and tough times. The need for Cavell has never been greater and the charity is at its most critical point in its 107-year history as the demand for support is at an all-time high and still increasing while there is a need to refocus income sources.

Over the past 10 years, the nursing and midwifery professions have faced multiple challenges, including covid, staff shortages, pay disputes, the cost of living, and now burnout. Cavell is here to help the professions when they need life changing and practical support. We help the financial and mental health of nurses and midwives, enabling them to continue to provide the care that supports the ‘nation’s health’.

Cavell is a dynamic charity that strives to deliver exceptional, holistic support to the nursing and midwifery family when they need it most. Our reach extends across tens of thousands of lives. For more information on the work of Cavell, visit our [website](#).

Cavell's impact: Kristine's story



At Cavell we support people like Kristine, an international nurse who needed three months off work to recover from surgery after a horrific attack. Being new to the role, Kristine's sick pay was limited, and she had bills to pay and a family to provide for.

Kristine said, "In 2023, I was followed on my way home and mugged by a teenager who was trying to steal my phone. Both my arms were severely injured in the attack. I was crying and pleading to the doctors to save my hands as I cannot imagine a life as a nurse without them."

She continued, "Thanks to Cavell, my husband and I were able to secure a new place to live in a safer area. Without Cavell's help, I would have ended up in debt, without a home, and in a really dark place mentally, while trying to heal from something that nobody should ever have to experience."

Words from Lewis Allett: Cavell's Chief Executive Officer

Thank you for your interest in joining Cavell! We are a small and friendly team who work closely together and support one another in our roles and goals. We look forward to welcoming a new colleague to Cavell to help us in our mission of ensuring no nurse, or midwife faces tough times alone.

As a pivotal part of the Support Services team, the main focus of this role is to provide effective and appropriate support to nurses, midwives and nursing associates seeking help.



In this role, no two days will be the same but here's the types of thing you may get up to:

- To provide effective and appropriate support to individuals seeking financial assistance, information, and advice from Cavell.
- To deliver support services and Cavell's charitable objectives.
- To work with external charities and organisations for the benefit and wellbeing of individuals seeking support through Cavell.
- To contribute to the overall strategic objectives of Cavell. We're committed to helping our people to grow and there will be opportunities to flex and work on other exciting projects in alignment with your career aspirations and charity need.

Role Profile

Reports to	Support Services Manager
Line management responsibilities	None

Main duties and responsibilities

The duties will include processing grant applications, making grant recommendations, case management using our CRM (Salesforce), liaising with individuals over the telephone and in writing, carrying out financial processes, reporting, and other duties as delegated to the post holder in support of the delivery of the service.

Grant processing, Case Management and Support

- To process grant applications for individuals needing financial assistance and assess their eligibility for support, in accordance with organisational policies and procedures.
- To make recommendations for individual grant funding to the Grants Manager accompanied with a report detailing how applications meet the criteria and policies.
- Ensure all enquiries and applications are processed appropriately to give prompt and effective support to individuals within agreed time scales.
- Provide advice, guidance and emotional support to individuals seeking Cavell services.
- Notify individuals about the outcome of their application by telephone, email and/or post.
- Type correspondence, file notes and other documentation in relation to the individual case requirements according to organisational standards.

- Produce and present reports using databases and CRM systems.
- Undertake administrative duties to support the delivery of the service, including data entry.
- Work with external organisations to provide a holistic approach to meet the needs of individuals seeking support.
- Prepare grant payment requests and maintain accurate financial records.
- Always adhere to our confidentiality policy.
- Contribute to the development of the support services provided by Cavell.

General

- Contribute to the overall strategic objectives of Cavell.
- To represent the charity at appropriate internal and external events (some occasional overnights may be required).
- To support the work of the Fundraising and Communications Team

Any other Duties

- Provide administration support to team meetings as required.
- Any other duties in line with need of service as requested by line manager.

Equality and Diversity

- Promote good equality practice and play a key role in ensuring equality of opportunity in the workplace.
- Observe all relevant law relating to equality of opportunities.

Health and Safety

- Co-operate in maintaining safe and healthy working environments by complying with Health and Safety Policy and subsidiary policies and procedures relevant to their work activities.

Data Protection

- Comply with the GDPR and Data Protection Policies and ensure all sensitive data is always protected.

Person Specification:

Skills, Knowledge and Experience
Essential
Educated to GCSE level or equivalent with good standards of literacy and numeracy.
An understanding and working knowledge of confidentiality and data protection issues.
Experience of delivering advice and/or support in a professional setting.
Experience of supporting and advising vulnerable individuals, who may be in distress.

Experience of using Case Management System (CMS) and/or Customer Relationship Manager (CRM).
Excellent computer skills and proficient in using Microsoft Office Packages including Word, Excel, Outlook, Teams, internet.
Ability to manage competing demands and meet deadlines whilst delivering a first-class, professional service.
Ability to maintain attention to detail & accuracy when recording information.
Excellent communication skills over the telephone and writing.
Good numeracy skills.
Excellent listening skills and empathetic approach to communication.
Ability to work with minimal supervision, use own initiative and make decisions in line with policies and procedures.
Positive attitude.
Tact, diplomacy, and non-judgmental attitude.
Emotionally resilient and able to seek support from colleagues when experiencing an issue.
Values equality and diversity.
Desirable
Understanding of UK welfare benefits system.
Understanding of health and social care issues.
Experience of delivering welfare advice on benefit entitlements.
Experience of working in a grant-giving charity and processing grant applications for individuals.
Experience of using Salesforce (CRM).

How to apply

To apply for this role, please submit your CV and answers to the below questions by Friday 7th of February 2025.

Your answers should form part of your cover letter.

- Why are you interested in working for Cavell?
- How will your skills, knowledge and experience make you a successful Grants & Welfare Officer for Cavell?
- How does this role align with your career aspirations?

Send your CV and cover letter to info@cavell.org.uk

Recruitment Timelines:

Deadline for CV & Cover Letter:	7 th February 2025
Interview:	Week commencing 17 th February 2025

As an agile employer, we encourage candidates to talk to us to explore flexible working arrangements including job share arrangements and we would welcome a chat to explore how we can make the recruitment process as accessible, and comfortable, for you as possible.

Cavell currently offer statutory family leave benefits, and an enhanced sick pay scheme after a 6-month probation period.

If you'd like to have an informal chat about this role, please contact the team at Cavell, by emailing info@cavell.org.uk