



Job Description & Person Specification

Office, Grants & Programmes Administrator

Location: London Waterloo office

Reporting to: Head of Service Delivery

Hours: Part time, 21 hours per week (we can offer flexibility on times / days)

- **Our purpose:** We support people on long prison sentences to take their next steps in life so they benefit, their families benefit and the wider community benefits too.
- **Our vision:** A future where everyone can achieve their potential within and beyond prison.
- **Our mission:** Specialising in the unique needs of people on long sentences, we provide tailored practical and financial support to help people find belonging, move into work or training, and reach their personal goals.

Role summary

The Hardman Trust supports people on long prison sentences to take their next steps in life. As the office, grants and programmes administrator your role is to help make this a reality through the day-to-day support of our work. You'll help to ensure our programmes run smoothly, and that the staff have the administrative support they need to provide a quality service to people accessing our programmes.

Your role will evolve over time, to reflect the changing needs of the charity, but will primarily involve office tasks (post, inboxes, phone calls), as well as the administration of our various programmes (letter writing, updating the database, record keeping). You will share an office with our office volunteers and one of our programme managers, and you will work closely with the broader team via online meetings.

With an enthusiasm for our mission, you will be well-organised, motivated and eager to support those we are here to serve. As the first point of contact for anyone calling or emailing the charity, you will be responsive, and have good customer service and communication skills.

Tasks & responsibilities

1. Office administration

- Oversee the post coming into the office and ensure it is responded to in a reasonable timescale, or forwarded to the relevant staff member

- Oversee the generic inbox for the organisation, responding to queries about our work and forwarding these to the relevant staff member as required.
- Take responsibility for incoming telephone calls to the organisation, responding and taking messages as appropriate.
- Complete Safeguarding and Data Protection training to ensure prisoner phone calls, emails, letters and grant applications are dealt with sensitively, safely and appropriately.
- Ensure the website is kept up to date with current organisational information.

2. Grant administration

- Work with the Programme and Volunteer Coordinator to ensure that clear and accurate records are kept on our database, concerning our grant programmes:
 - Upload grant applications to the database
 - Update service user records when a grant decision is made
 - Ensure accurate record keeping regarding types of grants made, and amounts issued, to enable the Programme Coordinator to run reports.
- Use the database to create information packs summarising grant applications in preparation for grant decision meetings, working closely with the Programme Coordinator to ensure the required information is available.
- Send letters to people who have been issued grants and those who have been turned down.

5. Programme administration

- Provide administrative support across all programmes to ensure the staff team have the support required to offer a quality service to people accessing our service. This could include:
 - Arranging meetings
 - Taking notes / actions
 - Updating the website
 - Printing leaflets, posters and other materials
 - Purchasing items required for programme delivery, or for grant applicants
 - Ensuring letters are sent between penfriends and volunteers. Reviewing these in line with our safety standards and flagging any queries with the programme coordinator.
 - Supporting with the recruitment, onboarding and training of programme volunteers (e.g. booking training, tracking volunteer applications, updating the database).

6. Reporting and record keeping

- Support with data collection, record keeping and reporting, as required by the Head of Service Delivery.

7. Events

- Support with the planning, coordination and administrative tasks for organisational events, such as fundraising events, celebration events and volunteer training sessions.

8. Other

- To support the wider team, providing holiday cover as required.
- Put the service user at the heart of what you do, act with the interests of our beneficiaries in mind.
- Work in line with the Hardman Trust's values, actively contributing to a culture of learning, reflection, team work and development, ensuring quality in your work.
- Participate in regular one-to-ones, contributing to the identification of objectives and professional development goals.
- To undertake other duties and responsibilities commensurate with the role, as may be reasonably required by Hardman Trust or as a mutually agreed development opportunity. This document will be subject to periodic review in consultation with the job holder.

Person Specification

Experience		Essential	Desirable
1	Experience working in an administrative role	X	
2	Experience taking phone calls, responding to emails and letters, and using video calls	X	
3	Experience working for a charity		X
4	Experience working in an office		X
5	Experience using databases / CRMs, or a willingness to learn.	X	
Skills and abilities		Essential	Desirable
6	Excellent organisational skills	X	
7	Excellent IT skills, with the ability to use spreadsheets, Google Docs, presentation software, video calls, and databases / CRMs.	X	
7	Strong attention to detail, with accuracy and precision across your work	X	
8	Good time management skills, with the ability to prioritise your workload, work autonomously and balance the needs of multiple priorities.	X	
9	Professional communication skills, with the ability to adjust your communication style to different audiences including service users, colleagues and external partners.	X	
10	Ability to write clear emails, letters and other key communications	X	
11	Ability to work as part of a team, and also work on your own initiative	X	
12	Ability to foster and demonstrate the values, aims and objectives of The Hardman Trust in your work.	X	
13	A willingness to respond to organisational needs as they arise, and adjusting your work priorities accordingly.	X	
Knowledge and understanding		Essential	Desirable
14	Knowledge of (or lived experience of) the criminal justice system / prisons		X
15	Understanding of the importance of confidentiality and safeguarding within this role, and the ability to handle sensitive data appropriately, safely and in line with data protection and safeguarding policies.	X	
Technical & qualifications		Essential	Desirable

14	IT literate	X	
15	Experience using databases for effective record keeping.	X	
Personal characteristics		Essential	Desirable
16	Proactive, solution focused, creative thinking and professional.	X	
17	Team focused, with a desire to support the aims of the organisation	X	
18	Performance minded and results orientated, with prison leavers at the heart of what you do.	X	
19	Non-judgemental attitude towards working with prisoners. Committed to anti discriminatory and inclusive working practices.	X	
20	Approachable, team player and able to form positive working relationships.	X	

Circumstances

- The right to work in the UK
- The ability to work from the London Waterloo office for 21 hours each week