

Role Profile	Investment Team Assistant
Salary	£28,000 per annum
Hours	Full time – Flexible hours
Job type	Fixed term contract – 12 months
Location	Hybrid – Remote based (UK based) with some mandatory travel to London (approx. 8 times per year)
Closing date	15 th August 2024
How to apply	https://app.beapplied.com/apply/am2api57gi

For over two decades, Social Investment Business has provided finance and support to charities and social enterprises. We empower these organisations to do what they do best - serve the communities they operate within.

Find out more about what we do: www.sib.org.uk

Our values are: People First, Curious, Bold, Collaborative, Accountable

For further information on our values and our generous benefits please visit <https://www.sibgroup.org.uk/about-us/work-with-us/>

About the Role

Reporting to our Operations Manager in the Investment Team this role plays an important part in supporting SIBs Investment Team in delivering funding programmes (grants and loans) to charities and social enterprises. As a member of the operations team the role will contribute to the efficient and effective running of the Investment Team.

The role holder will support the day-to-day delivery of funding programmes, including dealing with initial enquiries from our customers, providing support to our Relationship Managers (internal and external) throughout the customer journey, and providing administrative support to the team.

We are looking for someone who is eager to learn, organised, and has good attention to detail, excellent customer service skills and a desire to support our customers throughout their customer journey. We require someone who is able to manage a varied workload, and keen to contribute to the delivery of our funding programmes.

Key responsibilities

1. Manage relevant email inboxes and respond to enquiries using guidance notes and signposting queries where relevant.
2. Generate, check, validate and send offer documents to customers.
3. Carry out subsidy and due diligence checks and maintain accurate records.

4. Work with the Operations and Relationship Managers to check and authorise payment requests, ensuring all conditions have been satisfied.
5. Set up customer monitoring records, send monitoring requests, complete monitoring records and close grant/loan cases (as required).
6. Carry out audit sampling of grant/loan cases (as required).
7. Respond to requests for information and produce regular management information reports for the team.
8. Prepare, review and format reports and papers, including for Grant Panels and Senior Management Team.
9. Be responsible for the minutes of Grant Committees, recording decisions taken, pursue actions and report on matters arising (grants team only).
10. Keep customer Salesforce details (e.g. contact details) and SharePoint files and folders (e.g. bank details, signatories, end of grant report tracking) up to date and accurate (as required).
11. Keep fund Salesforce (e.g. reports) and SharePoint files and folders (e.g. fund information, guidance docs) up to date and accurate.
12. Maintain administrative systems to support the on-going efficient and effective running of the team and ensure they are reviewed and updated if needed.
13. Provide administrative and other support to members of the team.
14. Support the operations team with the setup of new funds and the update of established fund policies, procedures and templates (as required).
15. Provide cover for the Operations Manager and the other Investment Team Assistant when they are on leave, and to provide cover for other operations team tasks as required.
16. Ensure that all work factors in customer needs and where possible improves the experience for them.
17. Work within the organisation's values, principles and processes to achieve operational excellence.
18. Adopt our continuous improvement and learning ethos.
19. Support and embed equality, diversity and inclusion into day-to-day behaviours and activities within your role as well as contributing more widely across SIB's commitment to E, D & I.

20. Support and contribute to the implementation and delivery of SIB's strategy.

21. In agreement with line manager, undertake other tasks and work on cross team projects that support the objectives of SIB as required.

Core competencies

- Attention to detail and accuracy.
- Ability to organise and manage a variable workload and work to tight deadlines.
- Excellent customer service skills.
- Ability to both obtain and convey complex information over the telephone and email.
- Ability to multitask, prioritise, work flexibly and willingness to learn new skills.
- Good team player with willingness to assist others but also the ability to work independently.
- Excellent IT skills, including Microsoft Office.
- Commitment to equality, diversity & inclusion, and customers.
- Excellent written and oral communication skills that can be adapted for a variety of audiences.
- Experience reviewing invoices and other financial documentation e.g. to determine evidence of spend.

Desirable competencies

The following skills are desirable but not a requirement for this role and therefore will not impact on interview process.

- Experience using Salesforce.
- Experience of conducting due diligence checks and reviewing legal documentation.
- Understanding of social investment and/or grant-making.
- Good report writing skills.