

JOB DESCRIPTION

Job Title:	Programme Coordinator
Department:	Service Delivery
Salary:	Circa £24k
Reports to:	Programme Support Manager
Responsible for:	None

OVERALL PURPOSE

This role will directly support the delivery of the Foundation's core services and its commitment to customer service and continuous learning. You will manage a high volume of enquiries and be the first point of contact for charities seeking funding and colleagues at Lloyds Banking Group seeking to support good causes. You will contribute to the Foundation's decision making by undertaking initial assessments of grant applications and making robust recommendations on whether to progress these to the next stage, as well as coordinate our wider grant management processes to ensure charities receive a top-class service. You will also play a key role in managing suppliers and consultants to help charities grow and prosper through capacity building support.

CORE RESPONSIBILITIES AND ACCOUNTABILITIES

Administration and Customer Service

1. Acting as the first point of contact for a high volume of enquiries by phone and email from bank colleagues, grant applicants and grant holders, providing outstanding customer service to resolve these in an effective, professional and supportive manner.
2. Entering and managing data on the Foundation's core grant management system in accordance with set processes.
3. Producing and analysing data from the Foundation's central database and other sources to support learning processes and provide management information.
4. Accurately processing a high volume of claims made to the Foundation's Matched Giving Programme, ensuring that these meet eligibility criteria and communications are sent to colleagues and nominated charities within set timeframes.
5. Undertaking any other duties as may be reasonably required.

Grant Making and Contract Management

6. Support the development of grant applications by providing guidance over the phone to potential applicants regarding the eligibility of their organisation or funding proposal.

7. Undertake robust and objective assessments of funding applications against set criteria, including looking at eligibility, due diligence and fit with the Foundation's funding priorities.
8. Make considered recommendations on whether to progress applications to the next stage of the assessment process, raising any financial, governance or other concerns with Grant Managers.
9. Prepare the necessary documentation for the Foundation's Grant Decision Making Panels, ensuring this is accurate and distributed in a timely manner.
10. Coordinate wider grant management processes to ensure charities receive a top-class service, including accurately setting up new grants, reviewing and signing off monitoring reports and processing payments.
11. Undertake a number of charity visits to build a knowledge of the work that the Foundation supports.
12. Manage suppliers and consultants providing capacity building support for charities, ensuring work is completed to the agreed standard and delivered within budget.
13. Monitor the progress of mentoring partnerships between colleagues from Lloyds Banking Group and charities funded by the Foundation.

Service Improvement and Partnership Working

14. Proactively identify and support the development of recommendations for improvements to guidance, communications and processes, in response to feedback from the Foundation's applicants and grant holders.
15. Work with colleagues across the organisation to build new partnerships and support the Foundation's influencing work.
16. Work closely with colleagues from the Lloyds Banking Group; developing positive working relationships to support service improvement and manage requests for information.
17. Be responsible for your own personal development, seeking and maximising opportunities to acquire new knowledge and skills.
18. Work with colleagues across the organisation to assist the wider development of the Foundation's offer.

RELATIONSHIPS (INTERNAL AND EXTERNAL)

- Main point of contact for potential applicants to the Foundation's programmes
- Main point of contact for colleagues at Lloyds Banking Group (in England and Wales) making 'Matched Giving' claims
- Develop and maintain positive working relationships with the Bank's Volunteering Team
- Develop and maintain positive working relationships with the Foundation's regionally based Grant Managers

KEY SKILLS AND COMPETENCIES

The ideal candidate will have the following:

- Excellent customer service skills
- Excellent written and verbal communication skills, presenting ideas and judgements clearly and accurately
- Strong analytical skills
- Strong organisational and prioritisation skills; able to work effectively on own initiative and manage a busy and varied workload
- Good IT skills with knowledge of Microsoft Office and ideally funding databases
- Able to take accurate minutes at meetings
- Able to work flexibly, quickly picking up new areas of work when the need arises
- Commitment to individual learning and development; motivated to gain new skills and act on formative feedback
- Able to build and maintain excellent working relationships across the organisation and with grantees and stakeholders
- An understanding of and commitment to equality of opportunity

EXPERIENCE / KNOWLEDGE

The ideal candidate will have the following:

- Delivering high levels of internal and external customer service and managing a large volume of enquiries
- Making objective judgements against set criteria, ideally within a funding environment
- Able to understand and analyse complex numerical information, including experience of analysing budgets and accounts
- Experience of writing formal reports
- Knowledge of the voluntary and community sector