

RLF Grants and Admin Assistant

Job Description

Job title	RLF Grants and Admin Assistant
Reporting to	Chief Executive / Head of Grants
Responsible for	Support the grants team with administrative duties related to the Grants Programme; and the Chief Executive with general office admin.
Salary / Hours	£26,667 FTE £16,000 for 0.6 Part Time – 21 hours a week (flexible working pattern and opportunity to work from home 1-2 days a week)
Job purpose / overview	<p>The RLF Grants team administer the RLF's Grants programme which provides hardship grants to writer's facing financial hardship. The grants team process all applications from start to finish. Due to the nature of the work, the grants team often work with vulnerable individuals.</p> <p>The purpose of the role is to support the Grants team with general administrative duties; helping to prepare monthly papers and to ensure that grant records are accurate and up to date. This role will be a low client facing role, but the right candidate will be required to answer telephone calls or request materials from applicants from time-to-time.</p> <p>In addition, the role will support the Chief Executive with general office admin to ensure the smooth operation of the office.</p>
Training and progression	We will provide the successful candidate with on-the-job training in relevant areas. The RLF welcomes training suggestions that advance our work and enhance employee experience, expertise and job satisfaction.
Key responsibilities	<p>Grants Department:</p> <ul style="list-style-type: none"> • Preparing literary CVs for assessment by the RLF trustees • Building base welfare reports (importing data and formatting it before welfare officers interview applicants)

	<ul style="list-style-type: none"> • Building base of monthly trustee report (importing data and formatting word document to ensure consistent presentation) • Logging when books have been received / sent out for reading / returned to applicants (this may also include chasing up works from applicants) • Posting books as required • Preparing hard copy letters as required • Respond to simple web enquiries or escalate as required to Grants Officers / Head of Grants. • Data Entry (including but not limited to manually uploading past applications into Salesforce; updating applications online once welfare reports have been finalised) • Answering the office telephone; checking the answer machine regularly. • GDPR – redacting paper files / CRM records. • Other ad hoc duties as required <p>General Office Assistant:</p> <ul style="list-style-type: none"> • Ordering office stationery and kitchen supplies • Helping to coordinate waste and shredding disposal. • Co-ordinating fire alarm checks • Other Ad Hoc duties as required
<p>Essential experience, knowledge and skills</p>	<ul style="list-style-type: none"> • Strong administration and IT skills, including confident use of MS Office software (strong knowledge of formatting in Word, Excel), CRM database (Salesforce). • Must be able to grasp and consistently apply criteria and regulations.
<p>Desirable experience, knowledge and skills</p>	<ul style="list-style-type: none"> • Knowledge of relevant data protection and privacy legislation including GDPR. • Experience of customer facing roles • Interest in or knowledge of the publishing/theatre/film industry.
<p>Abilities and personal qualities</p>	<ul style="list-style-type: none"> • Excellent written communication in English. • Must have a great attention to detail. • An ability to work under tight deadlines. • Must have experience dealing with confidential information with discretion. • Must be a professional, patient and clear communicator. • Ability to work independently.