



**NHS  
CHARITIES  
TOGETHER**

## **Grants Operations Manager Recruitment Pack**

**NHS Charities Together**

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*Royal Patrons TRH The Duke and Duchess of Cambridge | Patron Lord Nigel Crisp*

NHS Charities Together is the trading name of the Association of NHS Charities

## Message from the CEO of NHS Charities Together

Dear Applicant,

Thank you so much for your interest in working at NHS Charities Together as a Grants Operations Manager. This is an exciting time to join our team. Thanks to phenomenal public support, our national Covid-19 Appeal has raised more than £150million to help NHS staff, volunteers, and patients through the immediate and long-term effects of coronavirus.

Our charity is on an incredible journey. After a transformational two years, we have recently developed an exciting new brand proposition and identity, to better reflect the organisation we have become and our strategic vision.

We are very proud of what we achieve. We are a small, but growing staff team and this Grants Operations Manager post will support the grants team to deliver our grant making function and manage the smooth running of our grant management processes, to ensure that funding to NHS Member Charities supports our organisational objectives.

If you are passionate about the helping the NHS tackle today's challenges and tomorrow's opportunities and believe that through supporting NHS charities we can significantly increase the vital support given to our hospitals, community, mental health, and ambulance services, we would love to hear from you.

Best wishes



**Ellie Orton OBE**  
**CEO, NHS Charities Together**

## NHS CHARITIES TOGETHER

### Background

#### **NHS Charities**

There are over 230 NHS charities across the UK and most of them focus on helping our hospitals do more. Collectively these charities give over £1million every day to the NHS so that people can stay well for longer and get better faster. In recent years NHS charities have funded major capital projects, pioneering research, and medical equipment at our hospitals, helping patients access the best possible care when they need it most.

There is so much love for the NHS and this was evident following the launch our Covid-19 Appeal in March 2020, to support staff, volunteers, and patients through the immediate and long-term effects of the coronavirus pandemic.

To date, NHS Charities Together have allocated £140 million in a range of projects supporting the NHS. These include counselling services, helplines, and intensive psychological support for staff; patient focused initiatives like training for emergency responders, research into long COVID, and specialist equipment; and projects designed to make access to healthcare more equal – so the best of NHS care is available to everyone, now and in the future.

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*NHS charities are devoted to our nation's hospitals, community and ambulance services, funding ground-breaking research and vital medical equipment, while developing new treatments and enhanced care to support patients.*

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NHS charities also play a key role in mobilising volunteers to support NHS staff, brightening wards and waiting areas with colourful and engaging art and building an important link between our hospitals and our communities. Other NHS charities support mental health trusts, community health trusts and ambulance trusts.

These vital funds and services are above and beyond what the NHS alone can provide, touching lives and making a huge difference to millions of people when they are at their most vulnerable.

To read real life stories of the difference NHS charities make, visit the [NHS Charities Together website](#).

## The Association of NHS Charities & NHS Charities Together

Founded in 2000, the Association of NHS Charities started as an informal group of the largest NHS Charities which came together to provide mutual support and a forum for discussion. Since then, we have changed our name to NHS Charities Together (to better reflect what we do and who we support) and grown steadily, welcoming charities both large and small from across England and Wales, as well as Scotland and Northern Ireland. Today NHS Charities Together represents 100% of the NHS charity sector in the UK as members.

NHS Charities Together provides a forum for nationwide fundraising and advocacy campaigns, provides advice and guidance to its members, bespoke conferences and training days covering issues and development opportunities for NHS Charities, as well as access to online resources and support through exclusive member pages on the website.

### **Anupurba's Rehab**

*Thanks to an NHS charity, young children like Anupurba who wear prosthesis can benefit from a specially designed therapeutic playground to help their rehabilitation through play*



## **Vision, Mission, and values**

**Our Vision:** Helping the NHS tackle today's challenges and tomorrow's opportunities

**Our Mission:** With our NHS charity members, we are here for the people of the NHS: staff, patients, and their families, as a catalyst and convenor of ideas, programmes and partnership that help the NHS recover from the impact of Covid-19, reducing health inequalities and helping to save lives

### **How we work:**

- Actively listen - we seek first to understand before we are understood
- Collaborate - together we are more than the sum of our parts
- Every life counts - we champion diversity, equity, and inclusion in all that we do

### **Strategic Objectives:**

1. To champion, influence and invest in NHS strategies that improve the health and wellness of NHS people: staff and volunteers, and reduce health inequalities in the workforce
2. To empower the NHS charity sector to be high performing, effective and impactful
3. To be a catalyst and convenor of partnerships between the NHS, NHS charities and the wider voluntary health sector to advance great ideas that prevent ill health and improve of long-term health conditions

4. To promote understanding of and increase charitable giving in the NHS and demonstrate the difference this makes
5. To be a financially sustainable, responsive, and well governed organisation that values and develops our staff, actively practicing the principles of equity, diversity, and inclusion

### **Our Future**

This is an exciting time to join NHS Charities Together. The heartfelt support from the public for the NHS over the last two years has resulted in a significant increase in our external brand awareness, in addition to our focus on member charities. Our new brand proposition and identity aims to harness that support and drive continued engagement and support for NHS Charities. There are huge opportunities for us to demonstrate the vital work of NHS charities at the national level, and to engage our key stakeholders, through our communications channels and upcoming campaigns and events like our annual NHS Big Tea.

### **Equality and Diversity**

NHS Charities Together is committed to inclusivity and representing the communities we serve, ensuring that our team reflects diversity in class, lived experience and ethnicity. We offer a working environment that values and respects every individual's unique contribution. We want to attract the broadest range of talented people and are committed to equality of opportunity and anti-discrimination practices. We therefore welcome applications from all backgrounds and all sections of the society and are particularly interested in candidates from under represented groups. Applicants will be treated fairly throughout the recruitment process, and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation, or any other relevant characteristic.

**Access:** Our offices are over multiple floors, with lift access to all areas. It is close to rail and road links, there is parking (on a first come first served basis) and disabled parking.

## JOB DESCRIPTION

**Job Title:** Grant Operations Manager

**Reporting to:** Head of Grants

Line management responsibility: Senior Grants Administrator, Grants Admin Team, Database Project Manager, short term/agency staff as required.

**Hours:** Full time (35 hours per week)

**Key Relationships:** NHS Charities Together Staff Team, NHS Charity Members, other funders and partners. Other key stakeholder organisations as required.

**Location:** Hybrid working - NHS Charities Together offers and encourages flexible working. We also understand the importance of and value connectivity, therefore the post holder is expected to join monthly face to face team meetings and work from our Warwick based office as required, approximately 1-2 days a week.

**Reward package:** £36,500-£42,500 per annum plus 10% pension contributions, 28 days annual leave.

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### OVERALL PURPOSE

This role will support the Head of Grants and be an integral part of the Grants Team at NHS Charities Together (NHS CT). The Grant Operations Manager is responsible for overseeing the smooth running of the grant application pipeline. They will line manage the administrative team that supports all grant making functions, and be responsible for the logistics and quality control of grant making processes and systems.

The role will support the grants team to manage the grant making process effectively. Ensuring an efficient, robust and proportionate journey for applicants with appropriate systems in place to ensure transparent and accurate auditing of grants data.

### KEY RESPONSIBILITIES

- Oversee all operational and administrative aspects of the grant making and grant management processes, including ongoing review and improvement.
- Working closely with NHS Charities Together Head of Grants and the grants teams to ensure grant-funded programmes have robust frameworks, systems and processes in place, to support and manage the grant making journey for applicants.
- Motivate and lead the Grants Administrative Team, with direct line management for the Grants Administration Team, to ensure effective administrative and operations support for the grant making processes and systems. Developing a team focused on supporting NHS Charities Together and NHS member charities with strong relationships, communication skills and a desire to collaborate.

- Liaise with Head of Grants to oversee the production and implementation of the grant-making calendar, including working closely with finance team on payment schedules and ensuring appropriate resourcing; including analysing available resource and distributing allocation of workload across team members to ensure deadlines are met.
- Ensure that operational and administrative support is given to the grants team and grant making panels by the grants admin team, including administrative support such as bookings, diary management, dissemination of papers and minute taking as required.
- Responsible for the accurate retention and filing of all grant making data including the ongoing management of the grant making data sheets (Excel) and future grant making database (Salesforce) to ensure accuracy and consistency of grant data.
- Working with Learning & Evaluation Manager and the wider Grants Team to provide consistency and quality through data verification procedures, including routine data quality checks and harmonising how data is entered and retrieved.
- Working with the Head of Grants to manage the application caseload to ensure it is consistent with team capacity.
- To line manage the Database Project Manager and oversee the development and instillation of a Salesforce based Grant Management System (Grant Database), including transfer of all current data and documents into the new system.
- Manage and oversee the training of charity staff on grant making software including initial training for all staff that require access to the Grant Database and advanced training for grant making staff and database superusers (Grants Admin Team).
- Work towards improving the Grant Management System (Grant Database) to ensure it is fully accessible for all, raising awareness with suppliers and developing options to accommodate need if required.
- Supporting member NHS charities and other delivery partners through their application journey by ensuring grant guidance and processes are developed, updated and communicated consistently to a high quality.
- Oversee general/centralised communication with grant applicants during the assessment and grant allocation process, ensuring accuracy and clarity of information.
- Ensure that all external deadlines are met for communication of grant decisions to applicants. Oversee the admin team with the production, distribution, collection and filing of grant award letters and contracts to successful applicants, including chasing and filing terms & conditions.
- Provide relevant, accurate and timely management information and KPI's about the grant making activity, to support NHS Charities Together annual financial audit, and monthly updates for use by the Head of Grants, Senior Leadership Team, Grants Advisory Panel and Trustees.

- In liaison with the Grants Managers and Learning & Evaluation Manager, support the technical logistics of grant report activity, including automation of activity, standardising and centralising where possible.
- In partnership with the Learning & Evaluation Manager, develop the information needs and devise data capture and reporting requirements relating to grant funded projects to meet the range of strategic initiatives around evaluation, learning, influencing and wider strategic partnerships.
- First point of contact for providing external facing grant data across the organisation to support transparency on grant making and information about how money is distributed/spend e.g. for use by Fundraising and Comms Teams.
- Help to share best practice across the grant making teams and develop consistency of approach, including the production and review of the grant making process manual and supporting the Head of Grants with staff induction and training.
- Continuously review the grant application and assessment processes and implement changes where necessary, in liaison with the Head of Grants.
- Oversee the grant complaints process, acting as the first point of contact and liaising and coordinating with the Head of Grants and Director of Impact.
- Responsible for data protection and data security within the Grants Team and in particular in relation to the use of the Grants Database. Adhere to relevant legislation, best practice, policies and processes including; but not limited to, charity law, the fundraising regulator, GDPR and professional codes and standards.
- Lead on the recruitment, induction, training, performance, retention and wellbeing of the Grants Admin Team to maintain a skilled, well-informed, and diverse team.

This is not meant to be an exhaustive list of duties. The need for flexibility is required. We are a small team and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.



## Competencies

<p><b>Teamwork</b> – ‘One charity’, working within and across teams</p>	<p>Ability to build and maintain effective working relationships with a range of internal and external stakeholders.</p> <p>Works collaboratively and effectively with others as part of a cross organisational team.</p> <p>Ability to deliver training to support team/staff development</p>
<p><b>Building trust and respect</b> – listen, feedback, and learn</p>	<p>Ability to instil confidence and respect; demonstrated through active listening, and presenting sound and well-reasoned opinions, whilst being open to challenge and learning.</p>
<p><b>Responsibility</b> – owning your part in our success</p>	<p>Demonstrating leadership, management, collaboration and coaching skills.</p> <p>Excellent attention to detail; ensuring that information presented is accurate and clearly communicated both written and verbal.</p> <p>Self starter with ability to consider and plan to establish an efficient and appropriate course of action for self and others.</p> <p>Ability to manage more complex cases or workload.</p>
<p><b>Professionalism</b> – creating an environment to achieve success</p>	<p>Excellent time management with an ability to organise a large workload to meet both internal and external deadlines and priorities.</p> <p>Able to develop relationships and maintain virtual and face to face (within Covid restrictions) presence across team and key stakeholders.</p>
<p><b>Stakeholder focus</b> – understanding the needs of our key stakeholders and audiences</p>	<p>Able to focus on the needs of member NHS charities, wider stakeholders and supporters, our donors and NHS staff, volunteers, and patients.</p> <p>Ability to provide constructive feedback and manage potentially difficult or challenging conversations.</p>
<p><b>Acumen</b> – Sound decision-making</p>	<p>Demonstrates analytical thinking with the ability to simplify complex information and data to explore and evaluate systematically.</p> <p>Ability to focus on systems, logistics and pathways, whilst providing good customer care.</p>

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>Qualifications/Education:</b>		
Educated to Level 2	✓	
Educated to Level 5 or equivalent		✓
Grants, Operations or Senior Administrative Management Experience	✓	
Sound knowledge and demonstrable experience of grant or similar operational management in excess of £500K	✓	
Knowledge of grant making		✓
Experience of grant management systems and/or database systems, e.g. Salesforce, with knowledge of implementing or managing a database system	✓	
Expert in Excel, including formulars, pivot tables and other functions to manage data and support reporting	✓	
Knowledge of LEAN working processes and a commitment to continual improvement		✓
Excellent time management skills and an ability to consistently meet deadlines	✓	
Strong Administrative/operations background	✓	
Good understanding of charities and charity governance		✓
Reporting and analytical skills. Evidence of creative thinking and problem-solving skills.		✓
Excellent interpersonal skills and a track record for collaborative working and building sustainable relationships at all levels	✓	
Excellent written and verbal communication skills. Able to assimilate information clearly and prepare appropriate, clear and concise content.	✓	
Prince 2 or similar project management experience		✓
Strong Leadership/people management experience, could be gained through leading staff or volunteers.	✓	
Knowledge of co-production, collaboration and partnership working		✓
Interest in the shared values and culture of organisations supporting the NHS	✓	
Experience of working in a team and leading/line managing a team to deliver team objectives against agreed deadlines	✓	
Demonstrable commitment to the voluntary sector		✓
<b>Personal Qualities:</b>		
Articulate, confident communicator	✓	
Collaborative and open approach	✓	
Passionate, driven and committed to delivery	✓	
Well organised and structured with an eye for detail	✓	
Flexible and responsive	✓	
A team player who is also a self-starter and happy to work independently to develop and deliver objectives	✓	

## Terms and Conditions

<b>Working Hours</b>	Full time - 35 hours per week (negotiable)
<b>Pension</b>	10% employer contribution
<b>Annual Leave</b>	28 days per annum (pro rata) plus bank holidays.
<b>Probation Period</b>	6 months (for external appointments)
<b>Notice Period</b>	1 week during probation & 3 months thereafter

In addition, NHS Charities Together provides a number of staff benefits including, Pay it Forward Days, Wellbeing Time Out, Employee Benefits Package and Health Service Discounts.

### How to Apply

Not for Profit People (NFP People), our recruitment consultants, would welcome the chance to speak with you in more detail about the role. The recruitment site can be found at: [Grants Operations Manager - NFP People \(nfp-people.co.uk\)](https://nfp-people.co.uk)

Please send your CV via this link:

[NHS Charities Together - Applying for - Grants Operations Manager \(applications.management\)](https://nfp-people.co.uk/applications.management)

NFP People will forward the full job description to applicants who potentially meet the personal specification, and request a supporting statement to identify how the applicant meets the person specification. The supporting statement should be no more than 2 sides of A4.

*For detailed information on how we process your personal data, please review our privacy policy on our website <https://www.nhscharitiestogether.co.uk/privacypolicy>*

*In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and / or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.*