**Fund Support Officer Job Description**

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| **Job Title:** | **Fund Support Officer – Thrive Outdoors** | |
| **Inspiring Scotland** | Inspiring Scotland is a registered Scottish charity and one of the world’s largest venture philanthropy organisations. We support over 360 charities across 16 social-impact funds, manage £30m of charity grant-making per annum and have 49 full and part-time employees. We are passionate about addressing inequality and improving the lives of people living in Scotland’s most vulnerable communities.  We are a collaborative, supportive organisation and place high emphasis on team working and sharing best practice and learnings both internally and externally. We view our staff as ambassadors for the organisation and all staff are expected to demonstrate high standards in all aspects of their work.  We are a flexible employer and offer an excellent benefits package. We have won or been nominated for Family Friendly Awards 3 times. | |
| **Role Summary** | Inspiring Scotland is looking for a highly organised, confident, and friendly individual to provide excellent customer care to funded charities and lead the administrative functions of the Thrive Outdoors fund.  This post is fixed term to 30th April 2022. | |
| **Working arrangements:** | This is a part time role 28 hours over 4 days a week which can be delivered flexibly on a fixed term basis to 30th April 2022.  The role is based at Inspiring Scotland’s offices for contractual purposes; however, you may be expected to travel across Scotland to meet with partners and charities, support their work in delivering fund outcomes.  Inspiring Scotland is a family friendly and flexible employer looking to ensure a work home life balance for all employees. | |
| **Salary** | £25,000 pro-rata  9.25% employer pension contribution, benefits package and generous holiday package of 29 days annual leave plus 8 public holidays. | |
| **Reporting to:** | Thrive Outdoors Programme Manager | |
| **Key relationships:** | External – Fund charities throughout Scotland, Scottish Government policy colleagues, other stakeholders and support agencies linked to your policy areas.  Internal – Thrive Outdoors Programme Manager, Performance Advisors and learning Outdoors Development Officer; SMT, Finance, Administration and Communications teams.  You will also have a relationship with our Board of Trustees. | |
| **Fund objective:** | Thrive Outdoors objective is to work to embed outdoor play and outdoor learning into the fabric of Scottish life so that all of Scotland’s children can thrive. Playing and learning outdoors is fundamental for all our children to achieve their full potential, boosting health, wellbeing and development and connection to our natural world. Play is a right enshrined in law under the UNCRC. | |
| **Role purpose** | The main function of the Fund Support Officer is to provide thorough administrative and support function of the Thrive Outdoors programme. You will be responsible for ensuring all customer service KPIs are met and manage responses to all fund enquiries from the charities, Inspiring Scotland, and Scottish Government.  You will support diary management of the Programme Manager and organise all event planning and administrative elements of team meetings, portfolio events, communications, training, and grant payments. You will input and oversee effective management of Fund database information. | |
| **Key Accountabilities/ Responsibilities** | | **Indicators of Effectiveness** |
| * Customer support to funded charities with enquiries they have and directing to suitable resources or colleagues * Providing support for application processes as required:   + Provide pre-application process technical support by phone and email.   + Log fund enquiries and provide applicant support.   + Contact applicants to request missing documents. * Providing support for assessment processes as required:   + Setting up applications email account for Funds   + File applications received electronically   + Contact applicants to request missing documents   + Provide support to manage application process * Central contact point with charities in the administration of the grant payment process. * Working closely with funded projects in relation to finance reports. * Monitoring the expenditure of the funded charities against their agreed budgets. * Liaising with Performance Advisors, Learning Outdoor Development Officer and Programme Manager in relation to any identified issues and/or risk. * Recording declared underspends of projects. * Preparing grant payment schedules including award amount, bank details and authorisation. * Managing and maintaining grant payments data on Salesforce and reconciling quarterly. * Central contact point with charities in relation to requirements for reporting processes. * Managing the Thrive Outdoors data collection and storage, including the research database. * Producing data reports for Thrive Outdoors team as required. * Developing and managing appropriate electronic filing structures for all fund related information. * Organisation of internal meetings, training, away days. * Attending team meetings, prepare agendas and compile action logs. * Scheduling external meetings & rooms/venues as requested. * Managing Fund contact lists. * Diary management. | | * Meeting the Fund KPIs |
| **Qualifications** | A qualification or relevant experience to this work is desired | |
| **Essential skills and experience:** | * Proficient skills in Microsoft Office Outlook, Word, Excel & PowerPoint . * Excellent interpersonal & communications skills, with the ability to engage with colleagues & stakeholders at all levels. * A highly organised approach, with the ability to multi-task & prioritise tasks. * A pro-active, ‘can-do’ attitude focused on supporting all colleagues and stakeholders. * A confident, professional manner. | |
| **Preferable skills and experience:** | * Experience in a similar role * Experience of organising small-scale events is desired although not essential. | |
| **Personal attributes needed in this role:** | * A pleasant, warm and welcoming outlook. * Enjoy the outdoors. * Incredibly organised. * A confident and pro-active attitude will be essential. * Ability to stay calm under pressure.   The candidate will work with a number of colleagues in a fast paced environment with varying working styles so must be able to adapt to different ways and styles of communicating and working. | |
| **How to apply** | Please complete the Application Form and Equal Opportunities Form by 5pm on 11th April 2021 and send to Outdoors to [recruitment@inspiringscotland.org.uk](mailto:recruitment@inspiringscotland.org.uk) with subject heading FSO Thrive.  Interviews schedule for 16th April 2021. | |