



# HILLINGDON

LONDON

## Job Profile

January 2026

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<b>JOB TITLE:</b>	Grant Support Officer
<b>GRADE:</b>	Scale 6
<b>POST NO:</b>	Post specific
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	None
<b>GROUP:</b>	Resident Services
<b>SERVICE:</b>	Resettlement/Business Services

### REPORTING STRUCTURE

<b>Reports to:</b>	Team Leader
<b>Direct Reports:</b>	nil
<b>Indirect Reports:</b>	nil

### ROLE PURPOSE:

To provide high-quality administrative, financial, and coordination support working alongside the Team Leaders, Team Manager and Business Manager, the Crisis and Resilience Fund, Ukraine, NASS, Afghan and any other Government funded Grant. The postholder will ensure applications are processed efficiently, records are maintained accurately, financial monitoring is robust, and service users receive timely and professional support throughout the application process.

# A. Job Description

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## 1. People Management

- No direct supervisory responsibility, however, may be required to assist in induction and training of peers and new employees.

## 2. Customer Management / Care

- Demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met to deliver the Council vision of "Putting our residents first".
- Act as a first point of contact for enquiries relating to the Crisis and Resilience Fund.
- Provide clear guidance to applicants, internal teams, and partner organisations regarding eligibility and process.
- Liaise with internal services and external agencies to verify information required by telephone, post, email, and online.
- Handle sensitive and confidential information with discretion and professionalism.
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement

## 3. Operational Service Delivery

- Have responsibility for the administration of the Crisis and Resilience Fund database
- Updating inhouse systems, liaising with the Service areas.
- Support with administration of tasks relating to the work carried out in the Crisis and Resilience Fund, offering support to the Resettlement service areas when necessary. Including extensive Excel spreadsheets, formula's, extracting data
- Maintain accurate records of information for the budget monitoring process and challenge any unauthorised expenditure.
- Have responsibility for carrying out eligibility checking for Residents using Government systems
- Maintain all databases relating to service areas, ensuring information is kept up to date and any amendments are recorded and actioned promptly.
- Purchasing essential goods on behalf of residents through the Crisis and Resilience Fund
- Contribute to process improvements to enhance efficiency and customer experience.
- Maintain up-to-date procedural guidance and administrative documentation.
- Support and maintain systems relating to Government Grants ensuring statutory requirements are met in delivery of the service and that all procedures are followed and to meet audit requirements.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understand own contribution in order to ensure delivery.
- Ensure services are delivered within the set Service Level Agreements (SLAs) which cover all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Contribute as required to all corporate initiatives and comply with all Council policies and procedures
- Regularly assist in reviewing and updating processes in line with Council policy and legislative and regulatory changes
- Have a flexible and adaptable approach to work and seek to continually to improve business processes and customer care.

#### **5. Financial & Resource Management**

- Demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Support with invoicing in a timely manner.

#### **6. Continuous Improvement**

- Identify, suggest, and implement improvements to current ways of working to deliver a more efficient and effective service for customers.
- Ensure issues are resolved effectively and in a timely manner.
- Understanding of the operational services to identify areas of improvement and joint working across teams.

#### **7. Contacts.**

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies.
- Key contacts include Service Managers, Team Managers, Residents, external contacts will be schools, early years providers, contractors, and their representatives.

#### **8. Additional Responsibilities**

- Complete other reasonable tasks to fulfil role purpose or as required by management.

#### **9. Key Performance Indicators**

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Assist with the delivery against allocated budgets.
- Delivery against agreed PADA targets.

## B. Person Specification

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### Grant Support Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Educated to GCSE – minimum 5 passes including Mathematics and English, or equivalent experience.  Evidence of continuous professional development.	✓	✓
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b> (describe)	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Experience in an administrative role involving financial processing, grants, or welfare support.	✓	
Experience managing high volumes of casework or applications with accuracy and attention to detail.	✓	
Experience maintaining accurate records and databases.	✓	
Experience of working as part of a team in a highly pressured frontline environment	✓	
Experience of purchase cards and following financial processes	✓	
Experience of developing and maintaining good working relationships	✓	
Strong experience using Microsoft Office applications, particularly Excel for financial tracking	✓	
Experience administering local authority funds, hardship schemes, or grant programmes.		✓
Experience working within a local government environment.		✓
<b>4. KNOWLEDGE and SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓

Excellent organisational skills with the ability to prioritise competing demands.	✓	
Excellent interpersonal and communication skills, able to build trust and rapport with diverse communities.	✓	
Understanding of confidentiality, safeguarding principles, and data protection requirements.	✓	
Ability to interpret policy guidance and apply eligibility criteria consistently.	✓	
Strong numerical and analytical skills.	✓	
High level of accuracy and attention to detail.	✓	
Clear written and verbal communication skills.	✓	
Ability to manage sensitive situations with empathy and professionalism.	✓	
Ability to work independently while contributing positively to team objectives.	✓	
Proficient IT literacy, including:	✓	
Microsoft Office (Word, Outlook, PowerPoint)	✓	
Microsoft Excel – data entry, analysis, and reporting	✓	
<b>Collaborative</b>		
Adopts a 'One Council' approach to service delivery.	✓	
Works as part of a team and engages in joint problem-solving.	✓	
Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	
<b>Efficient</b>		
Organises workload to meet deadlines; delivers quality outcomes.	✓	
<b>Shows Integrity</b>		
Aware of Local Government purpose.	✓	
Acts in the best interests of residents and the council, aware of budgetary and service implications.	✓	
Escalate decisions where appropriate.	✓	
<b>Openness &amp; Honesty</b>		
	✓	

Embraces change, learn from mistakes, and remain positive in challenging situations.	✓	
Willing to try new things, accepts responsibility and learns from own mistakes.	✓	
Remains open-minded to new ideas.	✓	
To be open and honest.		