

Job title: Support and Partnerships Manager	Responsible for: Benevolence Grants team	Responsible to: Director of Relationship and Funding RNRMC
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Hours of work: 35 hours per week, Monday to Friday

Contract: Permanent

Context

The Royal Navy and Royal Marines Charity's (RNRMC) vision is for a world in which our sailors and marines and their families are valued and supported, for life. We strive toward this by working with others to provide support to those in need, Veterans, dependents after bereavement, and the Serving community and their families.

The Grants department is responsible for the delivery of funding to wide range of projects and services supporting The Royal Navy and Royal Marines as well as to external organisations who provide support to the beneficiaries of the charity.

The Role

The Support and Partnership Manager (SPM) will ensure the smooth operation of the grants process with external organisations (Benevolence) from application and award through to monitoring and evaluation. A key leadership role in the delivery of the grants process and funding model as well as reporting information for evaluation and the demonstration of impact.

The post holder will manage the support line and all direct engagement with beneficiaries in need and will play a significant role in the charity's strategy to develop a holistic welfare offer.

The post holder will work independently on specific tasks and as part of a supportive team working together to achieve strategic priorities for grant making and in support of fundraising priorities. You will be expected to develop excellent working relationships with a broad range of internal and external stakeholders.

You will work with key partners including: -

- RNRMC Group and Family charities
- Organisations funded by RNRMC
- The Royal Navy
- The Royal Marines
- Beneficiaries

Responsibilities

- Support the Director of Relationships and Funding to develop the grants programmes, processes in the Benevolence area of grant making.
- To be responsible for immediate line management of the Grants staff (Benevolence) to ensure they deliver effective assessment and processing of grant applications.
- To be the SME for all grant enquiries providing information, advice, guidance and support to applicants and prospective applicants. Building and maintaining expertise around the funds administered and their objectives.
- To ensure that beneficiaries seeking support are provided with the information, care and direction they need.
- The effective assessment and processing of grant applications, to include identification of need, due diligence, assessment and summaries prepared for grants panels.
- Develop strong relationships with key stakeholders and contacts at beneficiary charities, visiting projects as needed to ensure the effective development of key performance indicators, monitoring, quality and quantity of services delivered and customer satisfaction through grants awarded.
- Work with beneficiary charities and the Grants Communications Officer to provide case studies and PR material for the RNRMC.
- Make and monitor payments of grants ensuring records are kept accurately and financial records updated and to provide written feedback to applicants.
- Data processing: collect and manage the accurate and timely importing of monitoring information supplied by funded organisations.
- You will undertake service reviews and audits.
- Management of financial and administrative systems for controlling and monitoring funding from a number of different budgets.
- To ensure up to date expertise of the funds administered and their objectives.
- Ensuring that recommendations to the Grants Committee and Trustees are in line with current grant

making policies and governance.

- To service the Grants Committees, including preparing papers, statistical information and data for meetings, offering recommendations and advice to committee, supporting grants staff in taking minutes and hospitality arrangements.
- Promoting the work of the charity through external visits and attendance at events.
- Build strong relationships with Fundraising and Marketing and Communications team and Data and Insight departments to provide information for cases for support to support fundraising efforts and income generation.
- Gather information and produce statistical reports in a range of formats.
- To support the delivery of workshops and events for stakeholders and grant recipients to promote and develop the grants programmes and demonstrate impact.
- Assist the delivery of holistic welfare projects.
- Positively contribute to meetings, and champion The Royal Navy and Royal Marines Charity.

The Person

The post holder is required to have excellent interpersonal skills, be diplomatic and approachable with a strong ability to communicate verbally and in writing. They will be a confident manager able to adapt to a changing environment at a key point in the Charity's development. Due to the position it is also a requirement to have problem solving skills and excellent judgement alongside a meticulous, accurate and disciplined approach to work. They will also possess good organisational skills and be able to prioritise a varied and busy workload and deliver to deadlines.

Person Specification

- Evidenced experience of working within a welfare environment and understanding beneficiary need.
- Experience of the funding environment and partnership working.
- Excellent interpersonal skills across all platforms and strong communicator.
- Proven IT skills including use of Microsoft Outlook, Word, and Excel. Demonstrate potential and willingness to learn other applications.
- Understanding of Outcomes focused funding, metrics and performance management and the use of grants data. to demonstrate Impact.
- Understanding of charity finance or experience of working with budgets
- Evidence of a high work rate and effective productivity as the role requires working within tight timeframes.

Education	Essential	Desirable
Minimum of 'A' level or equivalent standard education.	✓	
Educated to Degree level in or other relevant qualification		✓
Experience		
Management experience including line management of staff.	✓	
Proven competence in funding, and partnership working	✓	
Understanding and empathy for the Royal Navy, Royal Marines Charity and/or charity sector experience.	✓	
Knowledge		
Computer literate: proficient in Office systems (Microsoft Outlook, Word, PowerPoint, Excel) and Cloud based communications	✓	
Experience of project management		✓
Skills/ Aptitudes		
High level of written and spoken English.	✓	
Flexibility and adaptability to juggle a range of different tasks and to meet deadlines.	✓	

Highly developed and effective interpersonal and communication skills.	✓		
Proven ability to take responsibility for tasks and use initiative.	✓		
Ability to work both on own and as part of a wider team with minimal supervision.	✓		
Proven organisational skills.	✓		
Proven ability to be able to prioritise heavy and varied workload.			✓
Possess appropriate right to work in the UK.	✓		