Position Description – Grants Support Officer

**Work Type**

Full Time

**Location**

East Melbourne/ remote (flexible)

**Direct Reports**

Nil

**Background**

# Australian Communities Foundation (ACF) is an independent, public, charitable foundation whose mission is to generate & distribute philanthropic resources. ACF works with donors to address social issues and pursue positive changes that help build healthy and resilient communities. ACF was established in 1997 and currently has over 300 sub-funds and ~$150 million under management.

# ACF coordinates over 900 grants to the community each year to the value of ~$12.5 million through a donor advised grantmaking program. ACF manages a discretionary fund, the Impact Fund, which gives ACF the opportunity to focus on high impact philanthropy and further enable ACF’s leadership alongside its wider community of donors and other collaborators in the philanthropic sector.

Position Summary

# The Grants Support Officer is responsible for:

# Timely and accurate execution of grant administration process and maintenance of grant database

# Provide front line support to ACF donors, grant recipients and stakeholders and escalate/ delegate queries as appropriate

# Administrative support and liaison with the Philanthropy and Impact Committee and the Philanthropic Services team

Position Purpose

The Grants Support Officer role reports to the Head of Philanthropic Services. The objective of the role is to manage grant making processes in line with ACF’s current grant-making policy and procedures and support grant administration, sub fund administration and donor relations processes. The role also provides support for grantee and donor queries ensuring that a high level of customer service, responsiveness and accuracy of information is provided at all times.

Key Responsibilities

# Grant administration

# Data entry and maintenance of grant information in the Foundation’s database (Granters Edge, Raisers Edge, transitioning to Foundant).

# Execution and delivery of grant correspondence including agreements, reporting and other relevant correspondence

# Following up and recording of grant receipts, grant agreements and project evaluations including communicating back to ACF donors;

# Management of grant information, database and communications

# Update and maintain database with grantee details, communication and correspondence.

# Maintenance and technical support of donor and grant seeker interface including developing and providing guidance and information for donors and grant recipients.

# Support to ACF’s Philanthropy & Impact Committee

# Committee member liaison and meeting set up

# Provide coordination support as needed for committee paper preparation

# Attendance at committee meetings and minute taking (occasionally when required)

# Donor and fund administration, customer service

# Provide an excellent level of customer service and front line support to ACF donors, grant recipients and stakeholders

# Respond to all donor enquiries in a timely, efficient, and courteous manner

# Support and participate in Foundation events as required

# Create and maintain donor records in line with the agreed systems and processes

# General team support and Information

# General support with meetings and event set up and administration.

# Appointment setting and grantee appointment liaison

# Field new enquiries and action or refer as appropriate

# Other ad hoc duties as required

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Skills & Competencies

# Administration experience (grant making administration is desirable but not essential)

# Excellent level of customer service

# Ability to work well in a small team & in collaborative settings

# Ability to problem solve and remain calm and supportive when handling donor queries or under pressure

# Experience maintaining a CRM database

# Ability to work with a broad range of stakeholders, excellent communication skills

# Highly organised and able to prioritise, move between tasks and meet deadlines

# Process orientated, high levels of accuracy and excellent attention to detail

# Initiative, ownership and responsibility for workloads

# Proven advanced skills with Microsoft office.

Key Selection Criteria

# Experience in administrating grants and use of granting databases (highly regarded but not essential).

# Ability to work with autonomy, highly organised and able to move between tasks and meet deadlines.

# Experience working with committees or different stakeholders to deliver work tasks.

# Ability to develop and maintain positive work relationships with team and external stakeholders/clients.

**Team Expectations**

# Demonstrate ACF vision, values and culture in your daily work

# Take a proactive role in promoting equality and anti-discriminatory practice

# Be aware that you have a duty of care for the health and safety of yourself and others.