

Prisoners' Education Trust

Job Description

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| Job Title: | Grants Administrator |
| Salary: | £29,664 |
| Responsible to: | Grants Manager |
| Hours: | Full time (35 hours per week). We are flexible about how these hours are worked (8am-7pm Monday to Friday). Some travel will be required when visiting prisons. |
| Location: | The Foundry, Vauxhall, London (Hybrid working arrangement) |

Introduction to Prisoners' Education Trust (PET)

PET is a highly regarded and long-established national charity combining service delivery and advocacy. We provide distance learning courses and associated information, advice and guidance (IAG) for people in prison. We also advocate for system-wide improvements in prison education. We inform the public, parliament and media about the positive impact of education on rehabilitation, learning from people with lived experience of prison to make the case for change. For further information about PET's work, go to our website: www.prisonerseducation.org.uk

Purpose of the post

The Grants Administrator role is an essential part of the Access to Learning Team. The team manages all aspects of PET's distance learning provision, which offers courses to people in prison and provides advice and information to learners and prison staff.

The Grants Administrator will play an important role in building and maintaining relationships with course suppliers and prison staff as well as providing information and advice to prospective learners, current learners and prison staff. This role also encompasses work on the advice line, providing advice, support, information and guidance directly to people in prison, their family and friends.

The successful candidate will work closely with, and report to, the Grants Manager and will have the opportunity to contribute to PET's charitable objectives by helping administer distance learning courses to people in prison and offering remote support via PET's Advice Line.

We are committed to building a truly diverse workforce and are working hard to make equality, diversity and inclusivity part of who we are and everything we do.

The work of the Grants Administrator will focus on the following areas:

Grants programme

- Use the PET database (Salesforce) to enter applications, log appropriately and resolve queries in line with current processes and confidentiality.
- Record all new queries, tasks and activities on the A2L Salesforce database; use the database as a tool to manage and resolve engagements with people in prison and prison staff.
- Issue decision letters to prison staff and people in prison
- Order courses, process invoices for payment and resolve follow up queries from course suppliers and prison staff.
- Promote distance learning at prison-run events as required.
- File and record all correspondence in line with General Data Protection Regulation (GDPR).
- Manage post in and out of organisation.
- Assist with the preparation and mailing of communications to people in prison and prison staff.

Data collection and evaluation

- Prepare and mail monitoring forms to people in prison and promote and support engagement from prisons with the Digital Prison Monitoring (DPM).
- Follow up and resolve issues raised in monitoring returns, escalating issues to the Grants Manager where necessary.
- Request, collect and process course progress plus completion data from course suppliers.
- Analyse supplier data results, resolve issues and alert PET's Advice Manager of any emerging themes or areas of concern.

Advice Line

- Receive, record on Salesforce and process telephone calls made to PET's free telephone Advice Line from various callers according to a pre-set rota and flag for follow up any requiring further action, escalating issues to PET's Advice Manager where necessary.
- Use Email a Prisoner service (EMAP) for follow-up communication with prisoners.
- Give direct advice, support, information and guidance and signposting to people in prison, their families and friends via PET's Advice Line.

Other tasks in support of PET as required.

Abilities and Experience:

- Ability to communicate effectively both verbally and in writing to different audiences.
- Experience of offering information and advice, either remotely or in person.
- High level experience of attention to detail and accuracy.
- Experience of data entry.
- Good organisational skills with an ability to manage multiple tasks and meet deadlines.
- Strong IT skills, including competence in using MS Office, and data entry skills.
- Flexible, proactive and able to work co-operatively as part of a team.
- Understanding of and commitment to Prisoners' Education Trust's mission and values.

Practicalities

- A 5% contribution towards a Group Personal Pension Scheme is offered after three months of employment (which is then backdated). In order to qualify for this an employee must be an active member of the pension scheme making a minimum of 2% employee pension contribution.
- You have access to three paid volunteering days each year.
- PET will cover the costs of professional membership to any organisation that aims to support you professionally and aid you in your development.
- 25 days of annual leave per year for a full-time member of staff.
- You can claim time off in lieu of any evening travel as part of the role.
- We provide a good induction and ongoing support.
- As your role will require use of a computer screen, PET will pay for any eye tests which are required.
- PET has an Equality, Diversity and Inclusion policy which all staff are expected to follow.
- We encourage learning and development opportunities with monthly one to one meetings with your line manager and an annual appraisal.
- PET policy will require the holder of this post to undergo a DBS check should their job activities require unsupervised contact with vulnerable adults and/or young people.