

## **PET Grants Programme Administrator**

### **Job Description**

<b>Title:</b>	Grants Programme Administrator
<b>Reporting to:</b>	Grants Manager
<b>Salary:</b>	£30,850
<b>Hours:</b>	Permanent, Full time (35 hours per week). We are flexible about how these hours are spread during the working week (8am - 7pm, Monday - Friday). Some travel will be required when visiting prisons.
<b>Location:</b>	Hybrid, based in our London office with some home working (London office - The Foundry, 17 Oval Way, London SE11 5RR).

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At Prisoners' Education Trust (PET) we believe that everyone in prison, wherever they are and whatever their background, should have access to education.

We offer distance learning courses, advice and guidance and help around 1,500 learners each year to study, giving them the skills and qualifications to build brighter futures. We offer 125 different courses including GCSEs and A-levels, Open University Access modules and a wide range of professional courses.

We also use our policy and advocacy work to improve prison education and show prisons, policymakers and the public the impact it can have – for people in prison, their families, and society.

### **Purpose of the post**

The Grants Programme Administrator role is an essential part of the Access to Learning Team. This small team consists of two other administrators and the Manager. 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.

This role will work alongside colleagues to process and administer applications from people in prison interested in studying a distance learning course.

The Grants Programme Administrator will also 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 will require the successful candidate to work on PET's free advice line. Providing advice, support and information directly to people in prison, their family and friends.

The successful candidate will report to the Grants Manager and work closely in providing advice, support and training to prison staff via email, telephone, virtual and face to face meetings.

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 Programme 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.
- Work with the Grant Manager to provide training for prison education staff on the benefits of distance learning and PET services - provide advice and guidance by telephone, email, post and virtual meetings and log all engagements to maintain up to date records.
- Assist the Grants Manager with organising and attending prison visits.
- Promote distance learning at prison-run events as required.
- Manage post in and out of organisation.
- File and record all correspondence in line with General Data Protection Regulation (GDPR).

### **Data collection and evaluation**

- Prepare and send out monitoring forms to people in prison and process the completed returns.
- Promote, request and support engagement from prisons with the Digital Prison Monitoring (DPM) and from suppliers with the Digital Supplier Monitoring (DSM).
- Follow up and resolve issues raised in digital and learner monitoring returns, escalating issues to the Grants Manager where necessary.
- Analyse data results and alert PET's Advice Manager of any emerging themes or areas of concern.

### **Advice Line**

- Give direct advice, support, information and guidance and signposting to people in prison, their families and friends via PET's Advice Line.
- Record all calls on the PET database, follow up and resolve any queries and tasks created, escalating issues to PET's Advice Manager where necessary.
- Use Email a Prisoner service (EMAP) for follow-up communication with prisoners.

Other tasks in support of PET as required.

**The Grants Programme Administrator should have these skills and experience:**

- Be able to demonstrate strong administration skills.
- Have the skills to enable effective communication verbally and in writing.
- Be organised and have the skills to manage multiple tasks and meet deadlines.
- Be competent with Word and Excel and the ability to learn how to use Salesforce
- Be experienced at offering Information, advice and support. With the ability to learn how to offer this to people in prison confidently and accurately.
- Be experienced at working accurately and with a high level of attention to detail.
- Be willing to be flexible, proactive and work collaboratively as part of a team.

- Demonstrate a commitment to Prisoners' Education Trust's mission and values

### Practicalities

- This **permanent** role is **full time** (35 hours/week). PET is flexible in how you approach these hours. We would expect the hours to be worked between 8am - 7pm, Monday to Friday. Some travel will be required when visiting prisons.
- You will have **25 days of annual leave** each year, in addition to bank holidays.
- You can claim **time off in lieu** for any evening or weekend events you have to attend as part of your role.
- We provide a **good induction and ongoing support**, especially during your probation period (six months).
- We encourage **learning and development opportunities** with monthly one to one meeting with your line manager and an annual appraisal.
- PET undertakes a **pay review** using an external benchmarking company every other year (next due Autumn 2025). In between these reviews, the Board consider a cost of living increase every other September.
- As your role will require use of a computer screen, PET will pay for any **eye tests** which are required.
- 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.

### Perks

- A **6% contribution** towards a Group Personal Pension Scheme is offered after three months of employment (which is then backdated). To qualify for this an employee must be an active member of the pension scheme making a minimum 2% employee pension contribution.
- A **holiday purchase scheme** that allows staff to purchase up to five days of additional annual leave (pro rata for part time staff).
- You have access to **3 paid volunteering days** each year.
- PET will cover the costs of a **professional membership**.