

Enquiries & Grants Officer x 2

- Full-time, one permanent contract and one 1-year fixed-term contract
- £24,535 p.a. + pension, medical and dental insurance
- 25 days holiday (plus three additional days to be taken between Christmas and New Year)
- 34 hour working week with a 4pm finish on Fridays
- Central London location (Covent Garden)

REPORTS TO

Senior Enquiries Officer

OVERVIEW

Two vacancies have arisen within our small but busy Enquiries team, which handles all enquiries relating to support from the Masonic Charitable Foundation. The successful candidate will have a calm, confident and empathetic telephone manner and contribute to the excellent service provided by the team. In addition to handling enquiries, part of the role will be to prepare grant applications for financial support and to review and administer the support awarded. Strong verbal and written communication skills are essential as the candidate will be responsible for building and maintaining excellent working relationships with our applicants and volunteers.

JOB DESCRIPTION

Primary responsibilities:

- Respond to and progress new enquiries for assistance to the charity mainly by telephone and email
- Handle a broad range of queries from applicants, families and volunteers, offering support, guidance and direction to relevant agencies and sources of information
- Identify complex and priority cases and take appropriate action to ensure efficient end-to-end handling
- Recognize and appropriately escalate safeguarding concerns

Secondary responsibilities:

- Process applications for financial assistance from the charity
- Compile and summarise information from a variety of sources and prepare clear and concise reports for submission to decision makers
- Maintain regular contact with volunteers, applicants, families and service providers by email, letter and telephone
- Review the financial support given to each family as necessary and ensure that support is administered correctly

PERSON SPECIFICATION

Essential

- Polite, calm and empathetic telephone manner
- Ability to tailor communication to suit audience
- Experience in customer services and/or administration
- Ability to build and maintain effective working relationships, both internally and externally
- Strong verbal and written communication skills
- Ability to prioritise
- Attention to detail
- Ability to work independently and as part of a team
- IT skills, particularly MS Office applications

Desired

- Experience of working in a call-handling role
- Experience of managing a caseload
- Experience of working alongside volunteers

HOW TO APPLY

Please send a CV and covering letter explaining why you are interested in the role and addressing how you meet each aspect of the Person Specification to recruitment@mcf.org.uk

Please note that CVs received without a covering letter will not be considered.

Deadline for applications: Monday 18 June 2018

Date for interviews: Week commencing Monday 25 June 2018

ABOUT THE MASONIC CHARITABLE FOUNDATION

The Masonic Charitable Foundation builds better lives by enabling opportunity, advancing healthcare and education and promoting independence for Freemasons, their wives, partners, children and grandchildren who have a financial, healthcare or family need.

Most of the support provided by the Masonic Charitable Foundation takes the form of financial grants to assist with daily living costs. We can also award grants to provide specific items or services.

A range of health and care needs, including medical and dental treatments, counselling and mobility aids or home adaptations are supported, with funding also available for respite, residential, nursing and dementia care. Our professional Advice and Support Team offers confidential and practical guidance about the support available from the Masonic Charitable Foundation and many other organisations.

In addition to the support we provide to Freemasons and their families, the Masonic Charitable Foundation awards millions of pounds each year to local and national charities that help vulnerable people, advance medical research and provide opportunities for young people. We also help to fund vital services such as hospices and air ambulances and regularly contribute to worldwide appeals for disaster relief.

Funded entirely through the generosity of Freemasons and their families, the Masonic Charitable Foundation is one of the largest grant-making charities in the country. Our support helps to improve the lives of thousands of people every year in England, Wales and internationally.

For further information about the Masonic Charitable Foundation, please visit www.mcf.org.uk