



GRANTS OFFICER RECRUITMENT

JOB DESCRIPTION

Job Title:	Grants Officer
Reports to:	Chief Executive
Hours:	Part time, 15 hours a week spread over 3-4 days.
Salary:	£28,860 FTE / £11,544 actual
Location:	Home-based. Training and meetings in King's Lynn, Norfolk.

Charity overview

Teaching Staff Trust is an award-winning, independent, grant-making charity supporting individuals facing financial hardship who have worked or retired from working in the education of under-19s.

We aim to make a difference when the unexpected happens by reducing the financial impact of bereavement, serious ill health or injury, relationship breakdown, loss of home or loss of income.

TST provides rapid, one-off financial support to teachers and support staff and is highly regarded for its effective frontline grants service and timely decision making. In 2025-26 we distributed £600,000, supporting more than 430 individuals.

We currently employ two people – a Chief Executive and part time Grants Officer – and are governed by a board of nine Trustees.

Our website: <https://teachingstafftrust.org.uk/>

Role Description

The Grants Officer will dedicate most of their time to reviewing and assessing online grant applications from individuals seeking financial support. They will work closely with another part time Grants Officer and the Chief Executive to ensure an efficient and effective grant-making process, and impactful grant recommendations.

The core role is to process applications within agreed timelines, following up with grant applicants on email, by phone and through the online portal for further information and clarification.

The postholder will record the results of these checks and enquiries clearly, applying TST's policies and procedures fairly and transparently.

They will support grant applicants by explaining our process and criteria, managing expectations about how we can help them. If a grant applicant is not eligible for support, the Grants Officer will tell them why and signpost to other sources of support. If they are eligible, the Grants Officer will summarise the key facts and make recommendations to the Chief Executive to meet the weekly deadline for Grants Committee consideration.

Role Responsibilities

Respond to applications and enquiries to TST for financial support, in a timely manner, providing empathetic customer service.

Methodically and fairly assess applications and supporting information, to ascertain the grant applicant's eligibility, circumstances and financial situation.

Verify the grant applicant's circumstances as far as possible, recording the results of checks undertaken and use a scoring system to make recommendations for awards, in line with the charity's policies and procedures.

Share safeguarding or other concerns with the team as soon as they are identified.

Summarise grant recommendations to meet the weekly deadline, collaborating with the other Grants Officer and Chief Executive.

Communicate grant decisions to applicants and signpost to other sources of support.

Help gather and record feedback to evidence the impact of TST's work.

Gain understanding of the user experience and online application journey and suggest improvements, working with our trusted partner, Lightning Reach.

Undertake any other reasonable task that the Chief Executive asks you to complete.

General responsibilities

As a representative of the charity to deliver a consistent brand tone (friendly, helpful, non-judgmental, inclusive) to all people in all dealings by phone, email and via the application portal.

Comply with the [Data Protection and Privacy Policy](#) to ensure personal data is always protected.

Participate in team and sector meetings and training to share information and insight about application trends.

PERSON SPECIFICATION

This acts as selection criteria and gives an outline of the types of persons and the characteristics required to do the job.

Listed below are the Essential Criteria without which candidates would be rejected.
Some criteria are desirable useful for choosing between two good candidates

Assessment Methods Key: 1 = CV & cover letter, 2 = Interview, 3 = Test

Attributes	Criteria	How measured
Experience	<p>Working in an administrative and customer facing role</p> <p>Some prior experience of grant making or similar assessment work.</p> <p>Working remotely and/or in a hybrid team environment</p> <p>Working knowledge of charity / third sector (desirable)</p> <p>Knowledge of school, nursery and college working environments (desirable)</p> <p>Awareness of the welfare system and wider support available for vulnerable individuals (desirable)</p>	1, 2
Skills and abilities	<p>A self-starter, able to act on own initiative and to organise, plan and prioritise own workload to meet deadlines.</p> <p>Ability to grasp and consistently apply criteria and policies</p> <p>Strong IT skills and confidence working with MS Word, Excel and database systems</p> <p>Fluent written English and ability to communicate people's circumstances and needs to support decision making</p> <p>Great people skills and ability to cope with individuals in need in a calm and sensitive manner</p>	1, 2, 3
Personal attributes	<p>Diligent, self-motivated and values-driven</p> <p>Logical and systematic, with strong attention to detail and accuracy</p> <p>Compassionate, non-judgemental approach to others</p> <p>Ability to work in a small team, with a flexible, positive 'can-do' approach</p> <p>Reliable, honest, efficient</p>	1, 2

WHY WORK FOR US?

Make a difference every day to the lives of people dedicated to supporting the education of the UK's young people

Work in a flexible, supportive, friendly and purpose-driven environment

Learning and development opportunities, sector training and events

TERMS

Location:	Home-based, remote working with training and meetings in King's Lynn, Norfolk.
Hours:	15 hours per week flexibly spread over three to four days, to include Monday, Wednesday and Friday.
Probation period:	Three months
Pension:	5% employer contribution and 5% employee contribution
Annual Leave:	25 days (pro rata) plus statutory holidays