

## Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative and inclusive.

<b>Job title</b>	Senior Awards Operations Officer	<b>Location</b>	Flexible – London, Chesterfield or Home-worker
<b>Contract type</b>	Full-time	<b>Contract length</b>	12 months: August 2021 to July 2022
<b>Date</b>	June 2021		

### Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support each other whenever we need it. Together, we're making real progress. But there's still a long way to go, and we won't stop until no-one has to tolerate living with the pain, fatigue and isolation of arthritis.

Versus Arthritis funds more than 250 current research awards and a growing portfolio of non-research awards. We facilitate this via a breadth of funding instruments, including programmatic, institutional and personal awards. Our remit covers all conditions which affect the joints, bones and muscles including osteoarthritis, rheumatoid arthritis, back pain and osteoporosis.

Based within the Awards Operations team, the Senior Operations Officer provides charity-wide support in the development of processes, administrative support, post award management, commercial exploitation and development and embedding of non-research award processes.

### Main purpose of the role

Supporting the Awards Operations Manager, this role is pivotal in developing and delivering processes to support the delivery of the charity's funding schemes and the pro-active management of the Versus Arthritis charitable activity investments.

Working closely with the Awards Operations Manager, the role will build relationships across the charity and support award activity in a practical way, ensuring continued consistency and rigour throughout.

### Management and key relationships

<b>Roles managed</b>	None
----------------------	------

<b>Reports to</b>	Awards Operations Manager
<b>Key Relationships</b>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• <b>Awards Operations Manager:</b> Working directly with the Awards Operations Manager to develop processes to deliver and manage charity-wide funding streams.</li> <li>• <b>Awards Systems Administrators:</b> Working directly with the Award Systems Administrators to ensure consistency of developments and management of processes within the Grant Tracker system.</li> <li>• <b>Awards Operations teams:</b> Developing and sharing good practice in awards operations.</li> <li>• <b>Cross Charity Administrators:</b> Work closely with the relevant administrators to ensure delivery of the charitable activities is well-managed and funding is issued and managed within agreed processes and management.</li> <li>• <b>Wider organisation:</b> Required to develop effective reciprocal relationships with colleagues across the organisation, in particular in terms of sharing information and responding to enquiries.</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• <b>Award holders:</b> To be a key point of contact for Versus Arthritis award holders, overseeing general post-award queries and operational and budgetary issues arising from active awards.</li> <li>• <b>External experts and applicants:</b> To be a key point of contact for external experts and applicants, assisting with enquiries and queries from the application stage through to the finalisation of awards.</li> <li>• <b>Expert reviewers and recommending panels:</b> To be a key point of contact with experts used in expert review of applications and recommending panels.</li> </ul>

<b>Main Responsibilities and Duties</b>	
<b>1</b>	<p><b>Awarding activity</b></p> <ul style="list-style-type: none"> <li>• To support cross charity colleagues in the process of expert review in order to determine the allocation of awards, including liaising with recommending panels as appropriate.</li> <li>• Acting as the main point of contact dealing with written and telephone queries from cross charity colleagues, dealing with requests relating to funding activities and providing appropriate responses in a timely manner.</li> <li>• Ensuring all necessary arrangements are made for meetings and panels, with attendance at meetings/panels as required in a minute-taking capacity, ensuring minutes and reports are produced and recorded in line with department standards.</li> </ul>

2	<ul style="list-style-type: none"> <li>• Liaising with cross charity colleagues, ensuring that financial details for awards are accurate and all requirements of the agreed processes are met before issuing funds to external parties.</li> </ul>
	<p><b>Portfolio management</b></p> <ul style="list-style-type: none"> <li>• Supporting cross charity oversight and management of the charity's active awards, including award administration, monitoring of performance, evaluation and reporting on outputs.</li> <li>• Managing and monitoring the budget expenditure for the activity, ensuring that claims are authorised in line with the Versus Arthritis policies.</li> <li>• Assisting in the evaluation and reporting of outputs, working at varying levels to support the evaluation of outcomes and impacts of all funding activities.</li> </ul>
3	<p><b>Development</b></p> <ul style="list-style-type: none"> <li>• Alongside the Awards Operations Manager, develop the systems used for making and managing non-research awards.</li> <li>• Provide training to colleagues wishing to become involved in award making activity.</li> <li>• Act as an ambassador of Versus Arthritis, promoting an understanding of the charity's aims and encouraging enthusiasm for the work of Versus Arthritis to all audiences.</li> </ul>

## Criminal Record Check

### Requirement

This role DOES NOT require a Criminal Record check.

## Person specification

Knowledge, skills and experience: key requirements

Requirement	Evaluation Stage
1 Good level of education with evidence of necessary skills through training and/or experience.	Application/ Interview
2 Knowledge or experience of funding and award-making within the third sector or academic research office environment.	Application/ Interview
3 Experienced facilitator who can confidently guide groups and manage challenging behaviour to achieve agreed aims of a meeting.	Application/ Interview
4 Knowledge of the awarding peer review process.	Application/ Interview
5 Good information technology skills, including Microsoft Office and previous experience of working with databases, including data analysis and reporting.	Application/ Interview

6	Excellent interpersonal and communication skills and flexible, customer-focused approach.	Application/ Interview
7	Efficient and well-organised, with the ability to manage multiple projects, prioritise and meet demanding deadlines.	Application/ Interview
8	Strong team management skills with the ability to drive activity and operate on own initiative	Application/ Interview
9	Well-presented, diplomatic, flexible and able to adapt to new ideas.	Application/ Interview

### Desirable requirements

Requirement	Evaluation Stage	
1	Experience in a similar role, ideally in a charity or not for profit organisation	Application/ Interview
2	Some knowledge and background understanding of the medical profession and scientific, medical research and university or similar environment.	Application/ Interview

### Values and behaviors

Our values and behaviors framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and Trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviors directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do**.