

## Job Description

# Grant Programme Manager (Complex Solutions)

### Purpose of the role

- To manage a portfolio of grant programmes aimed at enhancing the lives of disabled people with appropriate transport solutions.

### Key Accountabilities

#### Programme Management

- Ownership of a portfolio of grant programmes and acting as the central point of contact for individual programmes across the Charity.
- Working with colleagues across the Charity to ensure that our grant programmes maximise the difference made to the lives of disabled people.
- Develop and drive forward the long-term strategy for individual programmes in line with the charity's strategy, financial forecasts and evaluate success.
- Manage the budget for individual grant programmes, ensuring that the best use is made of charitable funds.
- Work with colleagues to raise awareness of our grant programmes in line with operational capacity and available funds.
- Ensure grant programmes comply with all necessary regulations and guidance, including full GDPR compliance.

#### Programme Development

- Work with the Performance and Engagement team to ensure that the programmes remain relevant and well targeted, as the external environment and our subject matter understanding mature.
- Regularly evaluate grant programmes to identify ways in which the programme can be continuously improved to maximise the impact it is having on beneficiaries.
- Ensure that all programmes have a robust set of documentation, including policy, procedures, delegated authority, risk register and due diligence etc.
- Maintain awareness of grant programme and charity best practice, to ensure a continuous improvement of all programmes.
- Develop and lead pilot projects or programmes when required.

#### Complex Solutions

- Manage complex Grant Programmes, covering but not limited to:
  - Complex Driving Solutions;
  - Wheelchair Accessible Vehicles; and
  - Complex Passenger Solutions
- Provide support and guidance to operational teams on individual cases or escalated applicant complaints when required.
- Manage the ongoing monitoring of grant programmes to ensure that the objectives of the grant are achieved within agreed timescales and budgets.



- Work closely with the operational teams to ensure that grant awards made to individual beneficiaries are in-line with the agreed grant programme policy and budget.
- Ensure operational teams are kept up-to-date with any changes, support expertise and knowledge development per individual grant programmes.
- Manage the relationships with key internal and external stakeholders involved in the delivery of your allocated grant programmes.

## Experience and Track Record

### Essential:

- Grant programme management in a charitable organisation or equivalent demonstrable relevant experience.
- Knowledge of vehicles, conversions and adaptations.

### Desirable:

- Experience working in a grant-making charity.
- Experience of multi-year grant programmes.
- Previous exposure to mobility challenges.
- Experience of the disability sector (including hidden disabilities).

## Capabilities Profile – Technical Skills/Knowledge

### Essential:

- Strong demonstrable programme management capability.
- Knowledge of grant-funding mechanisms.

### Desirable:

- Knowledge of CRM systems.
- Knowledge of disabilities (hidden and visible) and related benefit schemes.

## Capabilities Profile – Leadership, Management or Personal Skills/Knowledge

### Essential:

- A passion to make a difference to our beneficiaries.
- Strong written and oral communication skills, with a high attention to detail.
- Strong presentation skills to a range of audiences, including external stakeholders, employees and Executive Board.
- Strong team player, able to work across multiple disciplines with both internal and external stakeholders in a consultative and inclusive way.
- A strong and demonstrable commitment to Diversity and Inclusion.

## Direct Reports

- Potential to manage or provide support to Grant Managers.
- Act as a role model of Motability's values and behaviours, championing a culture where all individuals are treated with respect and fairness.



## Reporting line

Reports to: Head of Grant Programmes, Charitable Operations.

## Key Interfaces:

- Internal stakeholders, potentially including:
  - Performance and Engagement, in particular the Innovation Team and Impact and Evaluation team
  - Operation teams
  - Operational Business Support team
  - Communications team
  - Finance team
- External stakeholders potentially including:
  - Motability Operations (MO)
  - Beneficiaries
  - Vehicle converters and adapters
  - Other charities working to support transport options for disabled beneficiaries.

## Resources, scale and scope of role, location and any travel factors:

The role is based In Harlow, Essex at Motability's offices. Some travel may be required for training and off-site meetings. A blended working arrangement may factor in the role, to be agreed with the Head of Grant Programmes and Director of Charitable Operations.

