

**Job Description**

Role: **Grants and Admin Co-ordinator**

Reporting to: Director – ABTA LifeLine

Hours: Part time /flexible - 3 days/week or flexible 4.5 hours per day/5 days

Start Date: From December 2022

Salary: Competitive salary as well as company benefits including EAP, generous pension scheme, private health care.

**About us – ABTA LifeLine**

[ABTA LifeLine](https://www.abtalifeline.org.uk/) is ABTA’s charity. ABTA is the UK’s largest travel association representing travel agents and tour operators that sell £37 billion of holidays and other travel arrangements each year.

Previously called the ABTA Benevolent Fund, it was set up in 1988 to help people in the travel industry suffering financial hardship. The charity provides practical, financial and emotional support, throwing a LifeLine in a time of need.

**About the team**

Although we are a small team of two, the charity is well supported by its board of Trustees and partners in the travel industry. The charity is part of the [ABTA](https://www.abta.com/) family who also provide support through the provision of office space, services and equipment, and other administrative assistance. So although a small team, LifeLine is integrated into a bigger organisation.

We are a friendly, professional team there to support people in the travel industry who are struggling, helping them to get back on their feet.

The majority of people that apply for help are travel agents, but anyone who has worked for an ABTA Member is eligible to apply. No two applications are the same and we try and tailor our support to the individual and their family.

We cover the whole of the UK and overseas where ABTA Member companies operate.

**About the role**

We need someone passionate, motivated and determined, to provide support in a non-judgmental way.

You would be responsible for overseeing applications for help and providing information to people on the phone about the many issues that they face. You will be ready to put our diverse clients at the heart of what we do whilst maintaining outstanding levels of customer service.

You will have to deal with difficult conversations, therefore the ability to actively listen is essential. Due to the nature of our work, we welcome resilient applicants with integrity and self-awareness.

We are looking for someone ideally who has experience of supporting people who are going through tough times and give them the confidence to break down their challenges into manageable bite size pieces. That experience can be work or personally related.

ABTA LifeLine offers practical, financial and emotional support in key ways:

* **Money** – we provide emergency food vouchers for those needing immediate help and short term crisis grants to help with priority bills
* **Advice** – through our partner Citizen Advice Manchester CAM, we provide debt, benefit, budgeting and housing support
* **Mental Wellbeing** – through our partner The Centre for Crisis Psychology we provide counselling support, intervention when it really matters. We also facilitate a voluntary mental health champion network across the industry.

We also help with, among other things:

* Essential costs of a funeral
* School uniform, IT equipment
* Essential household appliances (cookers, washing machines, fridge freezers)
* Travel costs to hospital, interviews etc.

Our LifeLine stretches far and wide and we try to tailor our support to the individual or family to best suit their circumstances.

You will be responsible for managing the application process, making recommendations on what support would be appropriate, and for getting cases ready to submit grant applications to our Trustees. You will also be responsible for administrating the awards.

**Key responsibilities and tasks**

1. Provide information about the charity and services we offer to:
* New enquirers
* Corporate contacts
* Partnership organizations
1. Deliver excellent standards of customer service via telephone, email or other communication channels
2. To act as a named caseworker and guide our applicants through the application process to help them receive support
3. Develop friendly and supportive relationship with applicants to get to know their story so that we can offer best support possible
4. Present anonymous cases for support to our Trustees
5. Make decisions on grant applications in conjunctions with the Director and Board of Trustees.
6. Ensure our CRM system is up to date with all the latest information provided by our applicants
7. Ensure that all processes and procedures comply with GDPR legislation
8. Inform applicants of their awards and coordinate payments
9. Represent the organisation at events and conferences to raise awareness of the charity and its work. This may include UK travel, some evening and/or overnight stays
10. To have regular catch ups and meetings to make sure we work well as a team supporting our applicants and each other
11. To help provide other administrative support such as:
* setting up meetings – including Trustee meetings
* event management – managing delegate lists, dinner guests for the annual dinner
* updating the website as required
* sending out invoices, chasing funding leads etc.

**Person Specification**

The person appointed will be able to demonstrate the following experience, skills, and aptitudes.

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| **Essential** | **Desirable** |
| Capability of dealing with people who have experienced one or more of the following: financial hardship, illness, mental health, debt, housing issues, relationship breakdown, bereavement, homelessness, addictions and isolation. | Experience of working with a helpline provider.  |
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| Being familiar with the benefits system, and experience of organisations that can provide support for finance and debt issues. | Willingness to attend trade events and exhibitions.  |
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| Able to problem solve; ability to look at and recommend other services that may benefit our applicants. |  |
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| Excellent communication skills. The role involves communicating with people on all levels including those who have experienced some tough times.  | Experience of maintaining and managing a CRM database |
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| Ability to work both independently, but also as part of a team. | Experience of working with committee members and trustees |
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| Non-judgmental and human centred approach to supporting people. | Experience delivering online presentations. |
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| Competent in the use of Microsoft Office – Outlook, Word, Excel and Power Point, MS Teams, websites.  | Able to produce statistics and reports to look at trends and act upon the results |
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| Ability to manage your own wellbeing and resilience while supporting vulnerable people.  |  |
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| Passion for supporting people in the travel industry.  |  |
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| Ability to observe current trends in issues our applicants are experiencing. |  |

More information on ABTA LifeLine can be found [here](https://www.abtalifeline.org.uk/). Registered Charity no: 295819

**Applications close** on: 21 October 2022

**Interviews** will be held week commencing: 31 October

**Potential start date**: From December 2022

**To apply contact**: HR@abta.co.uk