

JOB DESCRIPTION			
Job title	Grants Support Administrator	Department	Grants and Programmes
Job holder		Reports to	Grants Operations Manager
Job type	Permanent, full time.	Date updated:	March 2026
Job aim	<p>To support the Grants Operations team with both applications and live grants management and to provide general administrative support to the wider Grants and Programmes team.</p> <p>This role also provides ad-hoc support to Office Services and the wider Nuffield Foundation Leadership Team as required.</p>		
Responsibilities, including but not limited to:			
1. Inbox management			
	<ul style="list-style-type: none"> • Inbox management for general enquiries and programme-specific inboxes. • Handling grants-related requests and queries by either responding directly or forwarding on as appropriate and ensuring all are dealt with in line with agreed service standard. • Developing and maintaining FAQs for responding to applicants and grant holders and ensuring these are used by others in the organisation (e.g. Reception) to deal with standard queries. 		
2. Grants Administration			
	<p>Working as part of a cohesive Grants Operations team to provide administrative support to the wider Grants and Programmes group as follows:</p> <ul style="list-style-type: none"> • Supporting the Grants Coordinators in processing grant applications through to award or rejection. • Supporting the Grants Coordinators with managing and processing live grants. • Becoming an expert user of Salesforce (the Foundation's applications and grant management CRM). Working with the Grants Operations team in identifying opportunities for improvements, and with the System Administrator to troubleshoot/raise queries and implement changes. • Ensuring the integrity of applicant and grant holder data on Salesforce through regular housekeeping and data quality assurance checks. • Assisting with filing communications and electronic documents on Salesforce relating to applications and grants. • Assisting with updating internal and external grants-related documentation. 		
3. Invoicing and Expenses			
	<ul style="list-style-type: none"> • Assisting with the logging of grants invoices, identifying and resolving queries and ensuring timely processing of invoices and write-backs (in conjunction with finance team) of grants. • Providing support on budget management and liaising with finance team on queries. • Processing expense claims within Grants and Programmes. 		

4. Communications, Information, and Events	
	<ul style="list-style-type: none"> • Supporting Grants Coordinators in ensuring communication materials are up-to-date and effective – including web text and external guidance documents. • Working with Grants and Communications colleagues to support on planning and delivering the Foundation’s outreach programme. • Supporting Grants Coordinators with grant-holder events and meetings at the Foundation’s offices, as required. • Assisting Grants Coordinators in producing and circulating Salesforce management information, dashboards, or ad hoc reports, as required.
5. Teamwork	
	<ul style="list-style-type: none"> • Working closely with the Grants Coordinators in order to provide ad hoc support and cover for annual leave and sickness. • Provide diary management support to the Grants and Programmes Directors. • Providing general operational and administrative support on an ad hoc basis across the wider Grants and Programmes team. • As a member of the wider Foundation administrative team, to provide ad-hoc support to Office Services and the Nuffield Foundation’s Leadership Team when required. • To provide backup to the Executive Assistant to the CEO and Leadership Team as required (for example supporting Trustee and Committee meetings).
6. Other	
	<ul style="list-style-type: none"> • Support workstreams and initiatives that contribute to the delivery of the Nuffield Foundation’s Equity, Diversity and Inclusion Action Plan. • The above list of key responsibilities (and associated activities) is not exhaustive, and the postholder may be required to carry out other work within the scope of the role, as reasonably requested by the line manager or other senior staff.

PERSON SPECIFICATION	Essential (E), Highly Desirable (HD), Desirable (D)
Experience	
Experience of administrative roles	E
Experience of working in a team and supporting multiple people	E
Database administration	E
Experience of using Salesforce or other CRM	HD
Experience of working in a grant giving organisation/understanding of grant making or commissioning work	HD
Experience of managing budgets, handling spreadsheets and expenses	D
Experience of synthesising and analysing information and data	D
Knowledge and Skills	
Excellent administrative and organisational skills	E
Strong written and verbal communication skills	E
High-level IT skills (including Word, Excel, PowerPoint, and Outlook) as well as strong data handling skills	E
Good numeracy skills	E
Ability to work to a high level of detail and accuracy	E
The ability to work flexibly, working to deadlines, managing multiple tasks and prioritising accordingly	E
Experience and/or strong interest in social sciences	HD
Personal Qualities	
Flexible attitude to work and willingness to help others as needed	E
Proactive ability to use initiative and work independently when required	E
Enthusiasm for embedding EDI principles into your work	E
Demonstrates a commitment to the Foundation's values (independent, rigorous, inclusive, collaborative, and curious).	E