Grants Systems Analyst

Appointment brief
June 2024

Faye Marshall
E: faye.marshall@harrishill.co.uk

Volunteers from Lambeth Harbour support people in their recovery as part of the Alliance and Addiction Services. They are members of the South London and Maudsley Volunteer Service which has been praised for the diversity of its membership.

Maudsley Charity provides stable, long-term funding to the volunteer programme. For the years 2022-25 we’ve allocated them funding of over £432,000.
Hello!

I’m really pleased you’re exploring working with us at Maudsley Charity. We support people working in mental health care to transform the lives of those living with mental illness and, right now, we’re needed more than ever.

I began working at the Charity over three years ago and we have gone through enormous change. We’re now at a vital stage in our development as we enter delivery of our new strategic plan period and have an exciting future ahead.

About the Charity
We have made a funding commitment of £44m that will be spent on projects relating to mental illness over the next five years; this funding comes from our endowment. We have moved to become a more strategic funder; are gearing up to become a fundraising organisation so we can invest more to meet demand; and are establishing ourselves as a thought-leader in the mental health community.

We work closely with our linked NHS Foundation Trust South London and Maudsley, Kings College London and a wide range of organisations across south London and beyond to make a difference to those experiencing mental illness and to improve their chances of recovery.

About the Programmes Team
We are aiming for excellence in our grant-making relationships and processes, building on our connections, and providing appropriate grant-holder support to increase our overall charitable impact.

This means that we look to build connections, develop common evidence and data, and find the compelling stories within our award holders’ work. We focus on those most failed in our current systems. We are committed to ongoing development and learning about how to make an impact, and you can find out more about our change model that underpins our way of working here: Change Model - Maudsley Charity

Where we work
Our financial endowment allows us to operate as a semi-independent foundation in mental health and as an NHS mental health charity.

South London and Maudsley Trust delivers statutory services across four inner London boroughs (Lambeth, Southwark, Lewisham and Croydon) and a wide range of child and adult national specialist services.

While we are grounded in and motivated by creating benefit for our local community, we also aim to make our impact go beyond South London by harnessing our funding and national links to make learning and impact reach beyond our four priority boroughs.

The role
You don’t need to be an expert on mental health or the NHS to do this job well. You will be supported to learn about our work and our stakeholders, and aspirations for user experience and service to our grant applicants.

We are still developing our ways of working and on growing a positive and inclusive culture that will build a strong organisation for the future. We now need to focus on developing and maturing the right processes and systems that will support us to work effectively and efficiently.

This role will play a part in growing an organisation that can make a big difference in the lives of people who experience mental illness.

Alice Casey
Director of Programmes
Would this role be right for me?
You don’t need to answer yes to all of these, but if some of them resonate with you, this could be the right role for you.

- This is not an entry-level role. We are looking for someone with previous experience of database management, process improvement and supporting internal and external system users.
- Your experience may come from working for a funder or charity, or somewhere else entirely. There’s lots to learn about the interesting and complex environment we work in, but you’ll be used to using your best-in-class approach to systems development, database management and process improvement, in order to enhance user experience.
- You’re self-organised with strong problem-solving, planning and prioritisation skills, which will allow you to effectively maintain and enhance a bespoke grants management system and generate data reports for different audiences.
- You will be process-driven; always keen to improve processes to help support our team to strive for greater efficiency and impact.
- You have strong communication skills and the ability to relay information between technical and non-technical audiences.
- You work effectively in a team environment, which allows you to collaborate well with colleagues and partners to find and implement solutions.
- You’re productive and efficient working with IT systems and platforms and are likely to have your own tried and tested ways of working. You can spot where and how to improve ways of working and will take the initiative to share opportunities and make changes with others.
- You can see the impact you’ve made in the teams you’ve worked with in the past. They’re impressed with how you work, how you support them, and what you make happen.
- All our team demonstrate leadership qualities, whether they manage people or not, and they put them in action in different ways: leading a project, using their initiative, knowing when to ask for support.
- You know what great leadership looks like – either through learning from those who are great at it, or those who aren’t, or through your own development.

How committed are you to supporting development?
Very. Your development journey with us will be part formal, part informal. Your development needs will change over time but whatever they are, we’ll work on them together as you’ll need to be as invested as we are in what you want to achieve. You will be supported with system training as a priority and may want to build on further user design skills, learn about the NHS, or develop soft skills.

You’ll have a number of personal objectives, and at least one of them will be focused on career development if that’s important to you. You’ll discover what you’re great at through hands-on experience, formal training, and through learning from mistakes and failures – we all do, and you’re only human.

We work with you to set personal objectives and plans to achieve them throughout your induction and after that on an annual basis. You’ll have one-to-ones with your line manager that focus on your development, not just the tasks you’re working on.
What’s in the contract?
The small print that’s pretty big.

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<thead>
<tr>
<th>What’s the job title?</th>
<th>Grants Systems Analyst</th>
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<tr>
<td>What will I earn?</td>
<td>£40,000 pa</td>
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<tr>
<td>Where would I work?</td>
<td>UK based. Split 50% between home and our office in Denmark Hill, London</td>
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<td>Who reports to me?</td>
<td>No direct reports</td>
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<td>What are the hours?</td>
<td>37.5 hours per week</td>
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<td>Is there flexibility?</td>
<td>Yes. Flexible working requests are welcome. However, the role will need to cover a minimum equivalent of 4 x 7.5hr days per week.</td>
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Benefits

The Maudsley Charity team has embraced hybrid working. We all come together at least monthly for team meetings, with other check-ins and meetings held virtually or in person. On average, team members spend 50% of their working week located in our multi-award-winning home, the ORTUS building.

Situated a few minutes’ walk from Denmark Hill station, south London, the ORTUS building is close to the Maudsley Hospital and Kings College London’s Institute of Psychiatry, Psychology and Neuroscience, both centres of world class excellence in the field of mental health and wellbeing. The building is open to the public, hosting exhibitions, events and conferences, as well as being available for room hire.

We offer a friendly, values-led working culture, with the following benefits for our staff:

- Hybrid working, 2-3 days spent with the team in our building each week and 2-3 days at home/offsite working. It’s important for us to come together often, whether that’s to collaborate, be social, or get a change of scenery.
- 25 days' annual leave, with a further one day after 3 years’ service and a further one day after 5 years’ service. Plus, additional non-working office closure days over the Christmas period.
- Pension scheme with up to 6% employer contribution, subject to a minimum 3% employee contribution.
- Enhanced occupational maternity, paternity, adoption, and shared parental leave pay.
- A cycle-to-work scheme.
- Interest-free season ticket loans after probation.
- Group Life Assurance – providing employees with a tax-free lump sum of four times your basic salary in the event of your death, for your dependants.
- Group Income Protection Scheme – protecting you if you are sick long-term, by paying 75% of your basic salary with a deferred period of 13 weeks.
- Comprehensive package of online and face-to-face training for staff.
- Employee Assistance Programme (EAP) – supporting staff to stay well.
- 20% discount on all food and drinks at the ORTUS café.
- Opportunity to work with diverse colleagues at the Charity and with our partners.
- Opportunities to work collaboratively across the organisation to build a culture where we can all thrive, including joining working groups like our Diversity, Equity and Inclusion group and our Ways of Working group.
What impact will I help to make?

Maudsley Charity is a mental health charity based in southeast London. We fund and promote ideas, collaborations and teams that give people most affected by mental ill-health the best chance to recover and fulfil their potential.

Why we’re here

The consequences of mental ill-health are far reaching – affecting employment, relationships, finances and even life expectancy. It can take a long time to find and access the care you need and deserve.

We are located in an area with a highly diverse population and some of the highest levels of serious mental illness in Europe. By investing in understanding what works here, we can contribute to improved mental health for everyone.

How we work

We target the majority of our resources towards people who are most in need of but least likely to receive mental health care in the way and at the time that they should.

We give grants, funded from our endowment and donations, which range from multi-million pound clinical and research initiatives intended to drive change across the UK, to small-scale projects supporting people who experience mental illness in south London.

We balance short and long-term goals. We want to make an immediate difference to lives and fund ideas which will have an impact on future generations.

Our partnerships

We work primarily with South London and Maudsley NHS Foundation Trust and the Institute of Psychiatry, Psychology and Neuroscience, King’s College London, as well as a range of voluntary and community organisations to fund ideas, big and small, that drive service improvement and support people who experience mental illness.

While we operate primarily within the four boroughs served by South London and Maudsley NHS Foundation Trust (Croydon, Lambeth, Lewisham and Southwark), we believe that the work we fund has the potential for wider impact at both national and international levels, through the sharing of the outcomes with the wider mental health community.

What do people enjoy about working here?

“Doing the job I love, surrounded by some amazing, kind people.”

“Being a very small team, I did not expect the level of commitment to investing in DEI in terms of recruitment and team training and the emphasis on continuous development and training.”
How does this role fit into the wider team?

- Chief Executive
- Director of Finance & Operations
- Director of Fundraising & Communications
- Executive Assistant
- Storytelling & Communications Manager
- Digital Marketing & Engagement Manager
- PR & Influencing Manager
- Brand Marketing Manager
- NHS Engagement & Fundraising Manager

Outsourced fundraising resource:
- Processing, data and compliance
- Legacies
- Philanthropy

Fundraising for Pears Maudsley Centre for Children & Young People
Is managed within King’s College London, as part of the Kings Health Partners partnership, reporting into our CEO

Many people work flexible hours, including Directors. Some of these roles are part-time.
What’s the job description?

This isn’t an exhaustive list of responsibilities, but the key activities the role will work on.

We know that each role and the person in it will evolve and develop, and with whatever support you need, you’ll be part of making that happen.

Role purpose
The Grants Systems Analyst plays a central role in the Programmes team by enabling grant-making information and data to be managed effectively using our tailored cloud-based grants management system SmartSimple.

The role is responsible for ensuring that the system meets user needs; and for tracking, prioritising and delivering improvements and adaptations to the system.

Accountabilities

Systems management
- Manage and deliver the build-out, customisation and testing of our grants management system, working closely with the SmartSimple development team and with Charity staff members.
- Gather detailed user requirements from colleagues to set up and maintain funding programmes and calls, configure and test, and commission development support as needed.
- Develop new and manage existing workflow processes.
- Plan and deliver systems improvement work, in collaboration with colleagues.
- Identify and implement features to enhance usage of the system.
- Manage the supplier relationship with our system provider, including requests for services and invoicing, and resolving any escalated issues from users.

Systems management continued
- Troubleshoot and problem-solve in collaboration with the SmartSimple development team, where appropriate.
- Develop and maintain learning resources, e.g. system documentation and procedures, user instructions, help videos and other guidance notes developed for specific grant-making rounds.
- Develop and maintain clear end-to-end process maps for funding programmes and calls.
- Support the development of data and system plans for the future.
- Participate in SmartSimple training/workshops and working closely with their support team on system enhancements in a diligent and timely manner.

User experience
- Provide support to users of our grants management system and ensure queries are responded to in a timely manner.
- Troubleshoot applicant and grant-holder issues related to submission of applications and reports in the system.
- Work with colleagues to ensure that the system serves their requirements.
- Develop a thorough understanding of the user journey for all system user roles.
- Improve the system processes by gathering and acting on feedback from users.
- Plan and deliver training for system users as needed.
Job description continued

**Accountabilities**

**Administration**
- Set up and manage grant-making rounds in the system.
- Create and update programme application and review forms.
- Work with colleagues to ensure payments and reports are set up accurately.
- Promptly resolve issues to enable the flow of grants through the system.
- Oversee the approval process, ensuring grants are taken through the decision-making steps in a timely manner.
- Provide monitoring and impact reports from the system as required.
- Answer and direct queries as appropriate.

**Data management and compliance**
- Responsible for pro-active and planned management of data quality within the system, ensuring that data is accurate and up-to-date, and that data retention policies are observed.
- Develop suitable data capture tools, dashboards and reports for programme management and impact measurement, working closely with colleagues.
- Publish to the Open Data standard 360Giving and be a data usage champion for the Charity.
- Ensure compliance with governance sign-off processes, working with colleagues to clarify, improve and document these processes where needed.
- Ensure audit compliance, working with the Finance team.
General responsibilities as part of the Maudsley Charity team

• To build, manage and maintain strong team relationships and maximise communication within the team.
• To represent the Charity in a professional and positive manner.
• To provide outstanding customer service.
• To maintain a good working knowledge of Maudsley Charity strategic goals and objectives.
• To share ideas and make suggestions to improve the organisation.
• To follow all Maudsley policies and procedures, especially those regarding equal opportunities and diversity, dignity and respect, and health and safety.
• To undertake any other duties, in keeping in the role, which reasonably be required in furtherance of the objectives of Maudsley Charity.

Our values

PASSION & PURPOSE
We are passionate about improving mental health and motivated by our ability to make a difference for those most impacted by mental illness.

INTEGRITY
We will act with integrity. We will be objective and consistent in how we allocate funding and support. We will counter direct and indirect discrimination.

KNOWLEDGE
We value diversity of experience, expertise and perspective. We will build into our organisation, and every aspect of our work, a range of voices, including those of people who experience mental illness.

IMPROVEMENT
We care about maintaining high standards and improvement. We will be open about where we could do better, learn from our successes and failures and expect those we work with to do the same.

APPRECIATION
We value relationships and show appreciation for support we get in whatever form that takes. We know that we influence change through the expertise and commitment of others.
Person specification

Be confident about what you can bring to this role. We value your potential as much as your transferable skills and what you have already achieved. We want to create an awesome team, and we know we can only do that if it includes people who bring different experiences and backgrounds. That’s why we want to hear from the widest pool of candidates.

We’d value hearing from you if you meet the criteria below. Remember many people will still apply if they don’t meet all of it, so if you can see yourself in this role and would like to join our team – please do apply.

Essential skills
• Strong project planning and organisational skills, with the ability to prioritise and complete a range of tasks.
• Strong problem-solving and analytical skills.
• Ability to think creatively to find solutions to immediate issues and identify areas to consider for long-term benefit.
• Strong IT skills (e.g. Outlook, Word, Excel, SharePoint and Teams) as well as use of databases to process information and electronic communications.
• Strong communication and interpersonal skills.
• Excellent ability to relay issues and information between technical and non-technical audiences.
• Excellent attention to detail with a high standard of spelling and grammar.
• Have a high-level of self-motivation and work effectively in a team environment.
• Commitment to your own learning and development journey, particularly around database management and data quality.

Essential experience
• Managing the design and configuration of information management systems.
• Relevant qualification or equivalent 3-5+ years’ experience in database or business process management.
• Managing a database that is used by internal and external users, and providing support to both.
• Identifying and prioritising process improvements to enhance user experience.
• Troubleshooting and communicating effectively about database issues, and providing and implementing appropriate solutions.
• Maintaining data quality standards.

Essential knowledge
• Database management and development.
• Approaches and strategies for organising business processes and information flows.
• Knowledge of Data Protection and GDPR.
Removing bias from the hiring process

We’re serious about building a diverse team. We’ve increased the time and budget spent on recruitment to ensure we place more adverts in more places to reach more people, and we’ve looked at each stage of the recruitment process to remove biases. We’ll value you and what you’ll bring to the role, and we’ll do all we can so it’s effortless to be yourself at work.

We know that intentions are not enough. Here’s what we’ve done to invite and support different people and perspectives through the process.

**Before you apply**

Join our ‘Ask Us Anything’ webinar.
Friday 21 June 12:00pm – 1:00pm
Email: faye.marshall@harrishill.co.uk at Harris Hill for joining instructions.

You won’t see or hear other candidates, and you can choose to be anonymous, so we don’t undermine our blind recruitment process. You really can ask us anything – about the role, the process, our work, culture, team, flexible working policy.... Or just listen to what others ask.

**Your application**

This is a blind recruitment process, and **non-graduates are welcome**.

We are committed to offering interviews to candidates who meet the role requirements and have lived experience of mental illness or a disability.

Once you’ve expressed your interest to Harris Hill, you will be sent four questions to answer to apply for the role. Your identity will be completely anonymous to the panel who will score them independently. We will only see your CV if you get shortlisted.

Submit your answers in written format or in a voice memo. We’ll type up any recordings to maintain anonymity.

**The interview**

We’ll ask you if you have any needs for the interview and put any reasonable adjustments in place.

We’ll pay for your travel expenses within the UK if you need us to.

We’ll give you the interview questions in advance. We want you to perform to your best, and we know that this can help some candidates to do that.

The interview will be face-to-face at our office in Denmark Hill, south London.

We’ll ask values and competency-based questions in the interview. This is to ensure we focus decisions on your potential performance in the role.

We’ll only share scores and discuss candidates as a panel when all candidates have been seen; to remove any influence panel members might have over each other.
Dates for your diary and about our interview panel

Ask Us Anything session

- **What:** A quick run-down of the role, the team, the organisation and our culture, and the recruitment process. Then over to you for any questions. You’ll be totally anonymous.

- **When & How:** 21 June 12:00pm – 1:00pm
  Contact faye.marshall@harrishill.co.uk

Closing date for applications:

Wednesday 26 June at 5 pm

Interviews – When/Where

- **Interview Date:** 11 or 12 July 2024
- **Times:** TBC
- **Location:** Ortus, 82-96 Grove Lane, London, SE5 8SN (near Denmark Hill station)

Our interview panel

- **Naomi Brill**
  Head of Impact & Effectiveness

- **Alice Casey**
  Director of Programmes

- **Matthew Farrand**
  Digital Marketing & Engagement Manager
Maudsley Charity is an equal opportunities employer and makes no discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sex. Specifically, we will also oppose unfair discrimination of those with mental health issues.

Maudsley Charity’s diversity, equity and inclusion commitments

The Charity will:

- Highlight that discrimination or unequal treatment on the grounds of mental health or other protected characteristics can undermine mental wellbeing and work to address inequalities and discrimination.
- Create a zero-tolerance working environment in respect of discrimination, harassment, bullying or victimisation; collectively called unacceptable behaviour; so that everyone can work without fear of the unacceptable behaviours. A Dignity & Respect policy is in place to support this and address issues.
- Implement a Recruitment Policy to ensure that all appointments are made in accordance with the objectives of this policy.
- Monitor recruitment, service provision and grant-giving and take positive action based upon such information.
- Provide training and development opportunities that enable equality of opportunity, and which promote an awareness of diversity and inclusion.
- Ensure that Maudsley Charity premises and resources are made as accessible as possible to staff, users and all those who visit us, under the Disability Discrimination Act.
- Make reasonable adjustments for disabled people wherever possible.