



Could you be our new **Grants & Services Officer?**

Application Pack

Contract Basis:	Permanent
Reporting to:	Head of Grants & Services
Direct Reports:	None
Based:	London - Hybrid
Salary:	£32,650 - £34,335

Who are we?

Clergy Support Trust are the largest charity supporting Anglican clergy and their families, including their partners/spouses, former partners, widow(er)s and children.

We are independent, impartial, inclusive and confidential. We walk alongside clergy households in times of need - from training to moving role, and into retirement - and we've been privileged to do so for almost 400 years.

In 2024, we supported almost 2,800 households, with more than £6m across over 6,700 grants. This is the highest annual number of people ever supported by the charity. This includes more than 1 in 5 of all serving Church of England and Church in Wales clergy, as well as those in the Scottish Episcopal Church and the Church of Ireland.

What do we do?

Serving and retired clergy households can access a variety of financial support, including:

- **Emergency grants** for those unexpected costs which catch us all off-guard, from energy bills and car repairs to replacing your washing machine.
- **Health grants** to support short or long-term, physical or mental health conditions. This includes mobility aids, dentistry or diagnostic tests.
- **Wellbeing grants** towards fitness activities, spiritual retreats or a much-needed holiday, supporting with physical, mental and emotional wellbeing.

We also offer a number of services through our trusted partners, such as:

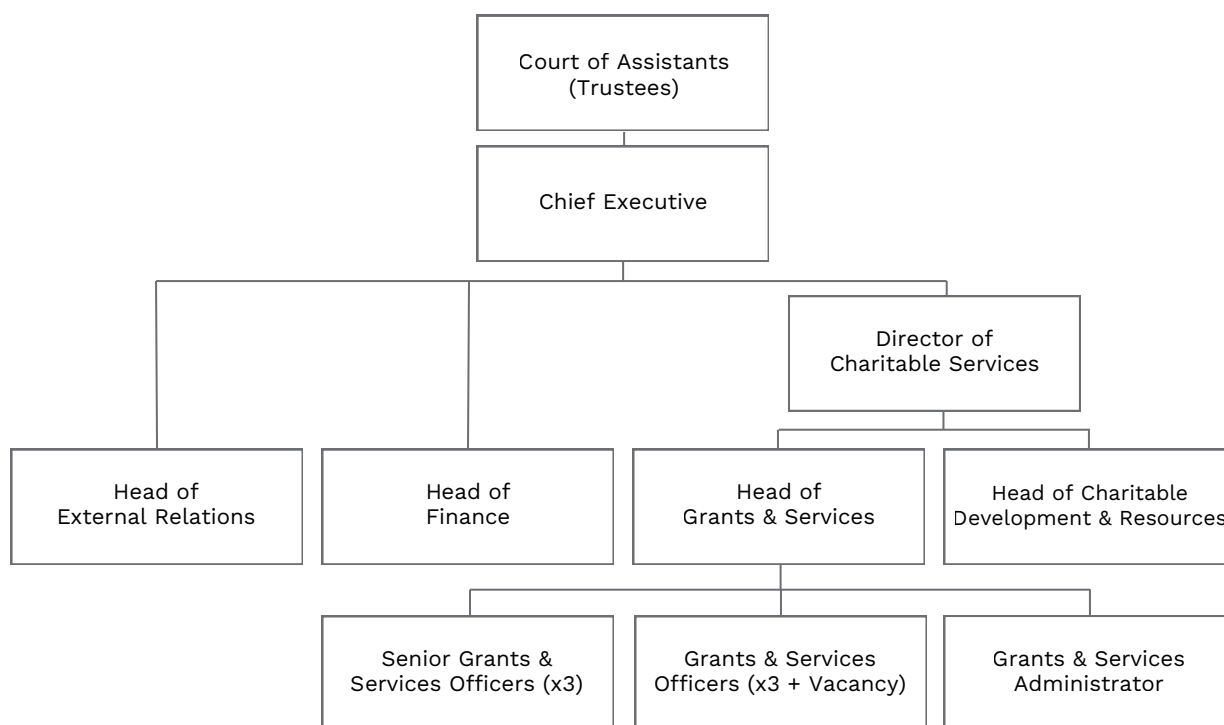
- **Counselling sessions** for a range of difficulties, including pastoral issues, anxiety, bereavement, separation and relationships.
- **Occupational therapy assessments**, delivered by occupational therapists across the UK.
- **Debt support**, with access to advice and management plans.

In 2022, we launched our Visiting Caseworker Service, with the aim of achieving long-term, sustainable solutions for clergy households, including assisting applicants to access statutory support and services. Our Visiting Caseworker team is central to our work with - and advocating on behalf of - applicants who need additional support, or those experiencing complex or challenging situations.

In the past two years, we've also launched a Will Writing Service, a Coaching Service and a programme of Wellbeing Workshops, exploring topics such as stress and resilience, building a healthy team, and trauma-informed ministry in dioceses across the UK.

As well as providing grants and services for those in need, we're working with the national Churches and others to develop longer-term solutions, so that every clergy household can thrive.

Our senior leadership team



Our values

We are guided by our four organisational values:

- Generosity
- Compassion
- Wisdom
- Truth

We offer a programme which is separate from the national Churches and open to all eligible households across the UK, Ireland, Diocese in Europe and the Diocese of Sodor and Man.

Our principles

We exist in order to help relieve and prevent poverty, hardship, and illness, and to promote the physical and mental health of our applicants: clergy and their families.

We do this in a way which makes a tangible difference to their day-to-day lives. We aim to learn also from what similar support organisations provide to other groups, putting our resources to good use.

We will focus as far as possible on areas which have a good fit with our expertise and experience, not providing support already available from others, or which it is the responsibility of the Church itself to provide.

Our events

Our **Festival Service** is one of the oldest choral music events in the world, celebrating 370 years in 2025. It brings together three world-class cathedral choirs under the dome of St Paul's Cathedral, to give thanks for clergy families.

Our **Festival Dinner** at Plaisterers' Hall welcomes our Governors and Stewards - our closest circle of supporters - and key guests, including those from the City of London, under one roof as we fundraise to support our work.

Our **Annual Assembly** is our Annual General Meeting (AGM), with an engaging keynote speaker from the Church world, followed by a lunch. The event is exclusively for our Governors.

Our **Christmas Carol Service** was held for the first time in December 2024, in the majestic setting of The King's Chapel of The Savoy, one of our patron, His Majesty's private royal chapels.



An applicant's story

Sara is the Clergy Household Support Officer for the Diocese of London and a clergy spouse.

She and her husband, Graham have had a relationship with the Trust for over a decade.

"When our kids were little, I was a full-time mum, so money was very tight. My husband was always quite on top of what support was out there and what we could apply for."

As the saying goes, when it rains, it pours, and when car repairs, dental fees and school expenses all came round at once, Sara and her family were confident that Clergy Support Trust could lend a hand.

"There's no need to feel embarrassed about needing support. We're all in this same boat together."



Employee benefits

Pensions and Life Assurance

- Employees are automatically enrolled into the Trust's pension scheme, which attracts an employer contribution equivalent to 10% of basic gross salary.
- Life Assurance (Death in Service cover) of 4x salary will be provided for your spouse/dependants in the event of your death whilst you are an active employee.

Annual Leave

- Generous annual leave entitlement: The standard annual leave entitlement in any holiday year is 25 days (exclusive of recognised public holidays), which can increase with service. The Trust also closes between Christmas and New Year, in addition to annual leave entitlement.
- All employees receive their birthday off!
- All staff have an annual volunteering allowance of 2 days, per calendar year.

Training and Development

- Our Training and Development budget allows staff to take part in corporate training, and to attend conferences or short (i.e. 1-2 day) courses of particular relevance to their own role (as a guide, around £500 per year, per individual).
- Where staff are studying for longer-term courses, the Trust will, where possible, provide support towards the cost of the course, or provide additional leave. In some cases, it will provide a combination of both.
- Alternatively, colleagues can apply for a one-off study grant of up to £1,000. Where larger sums are involved, and although this will not be contractually binding, it would be anticipated that employees remain in post for at least a year beyond completion of the study, in order that the Trust – as well as the individual – might benefit from the study pursued.

Season Ticket Loan

- The Trust appreciates the high cost of travel in London and will provide an interest-free season ticket loan to employees, subject to eligibility.

Health and Wellbeing

- Our comprehensive Employee Assistance Programme includes a confidential counselling service, GP access, fitness, retail and lifestyle discounts and a range of other wellbeing support services.
- The Trust offers a £50 annual contribution towards the cost of work-related prescription glasses.

Contract basis:	Full-time, permanent (35 hours a week), subject to satisfactory completion of six-month probation period
Reporting to:	Head of Grants & Services
Direct reports:	None
Based:	We operate a ‘mixed-mode’ working model, where staff work both from home and from our spacious offices in Westminster. This role will require an average of one day a week in our Westminster office.
Annual salary:	CST Band F, £32,650 - £34,335, depending on experience. Staff also receive an annual cost-of-living-related salary uplift.
Hours of work:	35 hours per week worked flexibly. The Trust’s ‘core hours’ are 0900 – 1630, Monday to Friday.

Key responsibilities

The principal responsibilities for the Grants & Services Officer are to be the main point of contact for all individual applicants to the Charity, working with colleagues to ensure that grant applications are processed efficiently (in line with grants criteria) and applicants are dealt with holistically, compassionately and professionally.

Main responsibilities:

The main responsibilities of the role are as follows, working alongside the Head of Grants & Services, Director of Charitable Services, Visiting Caseworkers, service providers and other charity staff:

1. Dealing with applicant enquiries

- ➔ To ensure a pleasant, helpful and empathetic welcome to applicants who contact the Charity by email, web form, grant application or telephone.
- ➔ Provide guidance to applicants in relation to the Charity’s grants criteria, services and process, ensuring they understand how to apply and that their request fits within our criteria.
- ➔ Answer the phone in a timely manner, ensuring all callers are dealt with professionally.
- ➔ Support the Grants & Services Administrator to monitor and manage grants@ enquiries in a timely and efficient way.
- ➔ Identify any potential safeguarding concerns at an early stage, escalating appropriately and in the timescales outlined in the Charity’s safeguarding policy and procedures.
- ➔ Liaise with the Senior Grants Officer, Head of Grants & Services or Director of Charitable Services as necessary, for advice and guidance.

2. Processing individual applications to ensure grant applications and referrals to services are processed in an efficient and timely manner

- ➔ Verify that applicants are eligible beneficiaries and meet the Charity’s criteria.
- ➔ Prioritise any applications with particularly urgent requests and identify duplicate applications within the Grants Management System (GMS).
- ➔ Check that each application is complete and follow up with applicants as required to ensure all information and supporting documents have been submitted.
- ➔ Undertake a financial assessment of means-tested applications with reference to the Charity’s Minimum Income Standard calculator to establish eligibility.

- ➔ Input required data into the GMS and use the system to process all elements of an application, which may also be used for reporting purposes.
- ➔ Liaise with applicants regarding health / school fee related requests, ensuring they understand the role of the Medical / Education Advisor and gain signed consent forms.
- ➔ Refer and liaise with Advisors to assess cases and receive reports as required.
- ➔ Identify priority applicants who may benefit from our Visiting Caseworker service.
- ➔ Liaise with applicant in relation to potential referrals to partner support services (such as help and advice with debt, occupational therapy assessments, help with sleep or insomnia, accessing counselling etc).
- ➔ In periods of team member absence, ensure all applications are monitored and dealt with appropriately.
- ➔ Undertake administration of all applicant and grant information to ensure data is kept and disposed of appropriately under GDPR policies.
- ➔ Be proactive by suggesting improvements for grant-making and support service processes.

3. Supporting applicants in a compassionate and professional way, providing guidance and information

- ➔ Provide clear guidance to applicants throughout the application process.
- ➔ Inform applicants of other potential sources of help and support (e.g. state benefit entitlements, other benevolent funds, charities with an interest in Anglican clergy etc.)
- ➔ Respond to applicant queries quickly and accurately throughout the application process.

4. Recommend appropriate grant decisions, adhering to the Charity's governance policies to ensure good grant-making decisions that meet the objects of the Charity

- ➔ Prepare objective, non-judgemental reports for each case, with appropriate, clear recommendations in line with the grants policy. Include case evidence, advisor reports where necessary.
- ➔ Consider if cases should be referred to Senior Management or Trustees, in line with the existing Grant Making Policy.
- ➔ Present Trustee cases to the DCS for review before requesting a decision via the Charitable Services Trustee Committee.

5. Implementing grant decisions in a timely manner

- ➔ Update GMS with grant decisions, partner referrals, payment dates, scheduled payments etc.
- ➔ Liaise with Head of Grants & Services/Senior Grants Officer to ensure payments are made accurately and timely.
- ➔ Notify applicant of grant decision, payment details, reason for decline, signpost to other sources of help, conditions of grant, request receipts or invoices etc.
- ➔ Log beneficiary feedback including thank you messages, any dissatisfied comments, potential case studies for marketing purposes.
- ➔ Draft case study examples for Trustee meetings.
- ➔ Arrange or diarise follow-up appointments for priority applicants where extra support is needed.

6. Other reasonable duties and projects commensurate with the post, including:

- ➔ Attend team and staff meetings raising any potential issues relating to applicants.
- ➔ Attend in-house or external training when required.
- ➔ Adhere to the charity's policies at all times.
- ➔ Support colleagues with national and local events such as the Charity's Annual Festival and Annual Assembly.
- ➔ Reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

Person specification

Attribute	Essential	Desirable
Experience, skills and abilities	<p>Previous experience within a grant-making role or proven knowledge of the grant-making / benevolent sector.</p> <p>Previous experience of using databases / CRM systems (e.g. Salesforce).</p> <p>Ability to interpret grant criteria effectively and make clear decisions.</p> <p>Proven experience of providing help and guidance, predominately over the phone and via email, offering support to applicants throughout the grant making process, and other sources of potential help.</p> <p>Previous experience of prioritising help in a methodical manner for individuals who may be at crisis point and have the skills to manage expectations.</p> <p>Ability to multi-task, work in a well-organised manner, manage own workload and ability to prioritise urgent applications.</p> <p>Experience of dealing with confidential, personal and sensitive information.</p> <p>Excellent attention to detail.</p> <p>IT literate (MS Office, databases; Benefactor, Email, etc).</p> <p>Excellent communication skills (both written and oral).</p> <p>Excellent inter-personal skills and demonstrable ability to work in a small team.</p>	<p>A knowledge of the Church of England and the challenges facing those in ordained ministry, or training for ordination.</p> <p>Previous experience of co-ordinating and referring applicants to support services (e.g. debt support).</p> <p>An interest and understanding of the challenges faced by clergy families.</p> <p>Knowledge of the welfare benefits system.</p> <p>Trained in the principles of safeguarding children and adults at risk.</p>

Attribute	Essential	Desirable
Personal	<p>A team-oriented individual with a personable nature, able to adapt to and positively contribute to the team culture.</p> <p>Highly organised, with the ability to juggle multiple responsibilities within a small team and work collaboratively.</p> <p>Ability to work under pressure.</p> <p>Ability to work effectively in a 'mixed mode' setting with most colleagues working from home several days per week.</p> <p>Sympathetic to the Christian ethos of the charity, and with a passion for the wellbeing of clergy and their families.</p>	

How to apply

To apply, please email the following to the Head of Grants & Services, Jane Pattullo, on vacancies@clergysupport.org.uk

- Curriculum Vitae.
- Covering letter (no more than two sides of A4) explaining why you are interested in the role and how you meet the person specification (please provide specific examples in your supporting statement).

Closing date for receipt of applications: Midday, Monday 13 October 2025.

Interviews will take place at our Westminster offices and are likely to take place w/c **27th October 2025**.