



SmartyGrants UK

Implementation and Engagement Specialist

**UK-based; fully remote;
full-time (reverting to a 4-day week after probation)**

Position Description

Apply at: <https://recruitment.smartygrants.co.uk/implementation2026>

(Applications received via any other method will be discarded)

About SmartyGrants UK

SmartyGrants is a SaaS system that provides powerful, user-friendly grants management software for government, corporate and philanthropic organisations. The system is well established, having launched in Australia in 2009, and expanding to the UK in 2024.

SmartyGrants is used by more than 850 funders in Australia, New Zealand and (increasingly) the UK, Ireland and Canada, who together manage billions of pounds, dollars and euros in funding.

Our Community International is a UK-based subsidiary of Our Community (Australia) which services our UK, Ireland, European and Canadian markets.

Our Community and Our Community International are a mission-driven organisations. Our overriding purpose is to build stronger communities through stronger community organisations, and SmartyGrants moves us towards that mission by making sure grants funds flow efficiently and fairly to the communities, businesses and individuals that need them.

This role is the second full-time position on the ground in the UK and is central to how we deliver SmartyGrants in this new market.

This is a varied role that will suit a person who likes to create and build. You'll get the excitement and agility of a start-up with the backing of an established company. We're built on solid foundations, we're sustainable and successful, but we've only just begun. We're not interested in just keeping things ticking along. We're on a mission.

About the role

The primary purpose of this role is to get new SmartyGrants clients set up properly. Thus, implementation is the heart of the job and where you'll spend most of your time. That said, new client work arrives unevenly, and we're a small team working hard to build a local presence. As such, as well as managing implementations, you'll turn your hand to whatever most needs doing: supporting sales, providing technical support, representing us at sector events and helping to keep our operations in order.

The balance may shift week on week. If you like to stick closely to job descriptions or have a "not my job" mentality, this is not the role for you. If you're excited by challenges, willing to give most things a go and know how to fill any knowledge gaps when the need arises, then it will be a good fit.

SmartyGrants is a self-service SaaS platform so you'll be configuring an existing solution, not defining or developing custom software. This role doesn't require coding skills, but it does require technical skills, an ability to think in systems and an understanding of how to use technology to deliver grants.

You'll be based in the UK and you'll work with clients in the UK, Canada, Ireland and, potentially, other parts of Europe and North America. You'll work remotely in the same time zone as our UK-based Engagement and Support Manager (who also works remotely), as well as colleagues in Australia, some of whom work UK hours. Your morning will overlap with our Melbourne headquarters, and your afternoon will overlap with clients in Canada. You might need to shift hours from time to time to make it all work.

The role offers flexibility, competitive pay, good working conditions and lots of training and support. It also comes with challenges. You need to be comfortable managing your own timetable, confident making sensible decisions, and able to write clearly enough that colleagues 11 hours away can pick up where you left off.

Key responsibilities

Primary focus: Client implementation and onboarding

- Lead the end-to-end implementation of SmartyGrants for new clients, from kick-off through to go-live and handover to BAU, supported by our experienced Australian-based Managed Services and Training and Support teams.
- Run discovery sessions with clients to understand their grant programmes, assessment processes, reporting needs and approval workflows.
- Configure forms, workflows, user permissions and reports to match agreed client requirements.
- Build and maintain project plans, track milestones and risks, and keep clients and colleagues informed of progress.
- Liaise with our Australian-based teams to coordinate:
 - Delivery of service and training
 - Data migration
 - Scoping, delivery and handover of any configuration work that sits outside a standard implementation.
- Hand clients over cleanly to ongoing (business-as-usual/BAU) support.
- Capture client requirements, gaps and product suggestions and feed them back to the product team.

Additional tasks

As one of just two team members in the UK, you'll be called upon to perform a variety of additional tasks, including:

- Providing backup to the Australian-based support specialists to fill gaps as and when required.

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- Supporting the UK/Ireland Engagement and Support Manager with prospective customer engagement, including outreach, participation in demonstrations and webinars, and follow-up conversations.
- Maintaining and improving support documentation for clients outside Australia.
- Representing SmartyGrants at conferences, exhibitions and sector events, including networking and stand duty.
- Building relationships across the grantmaking sector.
- Handling local administrative tasks, including record keeping and reporting.
- Diligently monitoring email and phone and responding promptly and appropriately to enquiries.
- Helping us refine the systems we use to work in the UK/Europe/Canada and across time zones.
- Tender-writing support, as required.
- Other tasks as directed.

Key requirements

- Must be eligible to work in the United Kingdom.
- At least three to five years' experience in a client-facing role. We're looking for maturity and self-sufficiency, not a particular career path.
- Demonstrated ability to configure software: building forms, setting up workflows, understanding conditional logic and permissions. You don't need to write code, but you do need to think in systems.
- Ability to work to a deadline, including managing client expectations and chasing things that are stuck.
- Exceptional written communication, given some of your collaboration with Australia will be asynchronous.
- Confidence presenting to small and larger groups, including senior and highly technical client personnel, as well as people with lower technical knowledge and capacity.
- Ability to work independently, with a proactive approach to solving problems and sound judgement about when to decide and when to escalate.
- Ability to quickly learn and master new skills and new technical systems.
- Genuine interest in grantmaking and in the people who do it and benefit from it.
- Comfort working across time zones, with flexibility in hours to enable communication with team members in Australia and clients in other markets when required.
- Personal qualities: tenacity, a sense of responsibility, people-centred, socially aware and ethically centred. Values that align with our parent company's [Manifesto](#).
- Willing to adjust daily schedule as required (sometimes to suit your own needs but also to suit the needs of the business), and to travel occasionally for client visits, conferences and events.
- Required to undertake a DBS check, repeated every three years, and other screening requirements.
- Subject to a probationary period of six months and all Our Community/Our Community International policies.

Non-essential (but ideal) requirements

- Experience implementing or supporting SaaS products, particularly in the charity or public sectors.
- Knowledge of the grants ecosystem in any of the countries in which we operate.
- Knowledge of local government, central government or philanthropic foundations in any of our markets.

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- Experience as the internal owner or administrator of a grants management system at a funder. If you were the person at your foundation, trust, charity, government department or council who built the forms, ran the reports and taught everyone else how to use the thing, we want to hear from you.
- Experience with SmartyGrants or a similar grants management system.
- Experience creating data-driven reports or dashboards.
- Experience supporting sales activity, including outreach/follow up, demonstrations and tender writing.
- Knowledge of UK GDPR and data protection practice.
- Experience with CRM and support systems; for example, Salesforce, HubSpot and Zendesk.
- Understanding of accessibility standards and why they matter to funders and grant applicants.
- Eligible to visit Australia.

We know few people will tick every box. If you meet most of the key requirements and some of the ideal ones, please apply.

The offer

- **Start date:** To be agreed (though soon as possible is preferred)
- **Salary range:** We will pay a competitive salary, plus an 8% employer pension contribution. The salary will depend on location and experience. Following successful completion of probation, the role moves to a four-day working week with no reduction in salary. All remuneration is subject to deduction of income tax and National Insurance as appropriate.
- **Probation:** Six months (may be extended if required).
- **Hours:** Full-time, 5 days (37.5 hours) per week during probation, reverting to 4 days per week (with the same pay) after probation.
- **Flexible hours:** Sometimes to your benefit, sometimes to ours/clients', noting some early mornings and/or evenings will be required to facilitate communication with headquarters in Australia, and to cover clients in other markets.
- **Fully remote work:** You will need to arrange your own workspace and we expect you to meet Our Community International and statutory health and safety requirements in your work set-up.
- **Laptop/screen:** We will purchase a new laptop for you, which we will manage remotely. You may choose either a Dell XPS 13 (best for Windows) or a MacBook Air. The laptop remains the property of Our Community International but may be used for personal usage subject to our data handling rules. A second screen and other accessories can be provided if required.
- **Mobile telephone:** Your salary will include an allowance to support your use of your mobile phone for work purposes.
- **Employment:** You will initially be employed as a consultant through our partner Oncore and subject to their contract terms, plus Our Community International's additional allowances, terms and conditions. The contract may eventually revert to Our Community International with equivalent conditions.
- **Reporting:** Reports to the UK-based SmartyGrants UK/Ireland Engagement and Support Manager, with a dotted line to our Australian-based Executive Director and the Managed Services Director.
- **Annual leave:** 25 days per calendar year (20 days PA once you convert to a four-day week) plus bank and public holidays. Where a public or bank holiday falls on a day not ordinarily worked, the employee is not entitled to compensation for that day. Leave requests are subject to approval.
- **Sick leave:** 7 days per annum of fully paid leave, with requirements beyond that reverting to statutory sick pay.

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- **Notice period:** 1 month.
- **Expenses:** Reimbursed for approved expenses, paid monthly. All claims must be supported by documentary evidence.

Offer is subject to:

- Satisfactory completion of two reference checks.
- Satisfactory completion of a basic DBS check.
- Explicit agreement with the policies and procedures of Our Community International, per the Employee Manual (including confidentiality, conflict of interest and data handling policies).
- The conditions outlined in the contract with Oncore.

Public and bank holidays:

- Christmas Day
- Boxing Day
- New Year's Day
- Good Friday
- Easter Monday
- Early May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday

How to apply

You must apply using the SmartyGrants form available here:

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Queries may be directed to info@smartygrants.co.uk