



Service Design: Grant Management

Being the best grant-maker you can be

As leaders in the grant-making space, and with years of experience in designing and delivering grant-making solutions, our team can work alongside your team to help you be the best grant-maker you can be. Our services in this area include:

- **Full end-to-end reviews of your existing processes** to help identify pain points and areas where you could improve. This can include a combination of active observation (where we watch users/applicants using current tools to inform learning), workshops and 1-1 interviews.
- **Advice on application and monitoring forms.** What is best practice in form design? How do you structure a winning form? Is your content right? Could it say Whether you need one form or a whole suite, our team can work with you to develop top quality structure and content.
- Designing **new funding programmes.** Are you looking to start a new stream of funding? Want to try something new and get new ideas? Need support running your user research? Team Hyphen8 can support by leading the whole process, or taking on elements of the design for you.

Our services are tailored to meet the needs that you have. If you only want to dip your toe in the water, we can offer one-off workshops that can spark ideas and help you dream about new ways of working. If you're keen to jump into a full review, we can allocate a team to work with you on a full discovery or review process.

We don't like to be prescriptive about the options you can choose from. This is about providing the right service at the right time, so if this feels like something that could be useful for you, get in touch and we can jump on a call.

“Giving out money seems like it should be really easy to do. But any funder will tell you, it can often feel very complex! How do you balance providing a good service to applicants and grant-holders, with the internal need to manage risk and report to donors? The team at Hyphen8 can work with you to understand what your grant-making is trying to achieve, and support you to be the best grant-maker you can be”
