
JOB DESCRIPTION

Job title: Charity Verification Officer

Grade: B

Department: Charity Verification, Customer Service

Main purpose of the job:

The job holder is required to review, investigate and make recommendations on all donation requests. This includes UK and overseas donations with reference and adherence to Country Risk Profiles. To carry out Know Your Customer/ Anti Money Laundering requirements for all Beneficiaries and account controllers, ensuring that AML requirements have been completed on all donors. There will be a requirement to use telephone communication within the UK and internationally and handle non routine enquiries with tact and diplomacy. The job holder will understand and follow regulations relating to Tax Effective Charitable donations in the UK and overseas.

Responsible to: Team Manger – Charity Verification

Budgetary responsibilities: None

Responsible for (staff/jobs): None

Job Responsibilities

- To address the original request and the underlying needs of the customers both external and internal including High Net Worth individuals and Global Charitable Organisations conveying complex information in a concise and understandable manner, in accordance with department standards (SLA's) and KPI's.
- To obtain and collate all documents required and perform charity verification processes as specified in the CAF Business Process and by HM Revenue and Customs before passing to the Senior Charity Verification Team
- To understand the products and services offered by CAF and the Business processes involved.
- To provide expert charity verification advice to Individuals, Trust, Venturesome and CADF teams.
- To provide guidance and expert advice to the Beneficiary Charity to guide them through the charity verification process.
- To provide positive feedback and encouragement to customers to move forward the charity verification process.
- To ensure that all payments are processed and completed via internal and external methods in a timely and efficient manner by proactively expediting the donation and any subsequent queries.
- To proactively promote CAF products and services in line with the enquirers needs.
- To actively recognise and progress/hand off sales opportunities to the relevant teams to increase business.

- To be proactive in the suggestion and development of new work processes and procedures, assisting with the implementation of solutions.
- To achieve personal and team goals as agreed with the Team Leader and support less experienced staff with training and guidance as required.
- To participate in the performance management system.
- To maintain awareness and comply with relevant CAF policies and procedures that fulfil legal/audit requirement.
- To comply with appropriate data standards.
- To carry out other duties as specified by the manager, to support the team

CAF Behaviour Framework

The CAF behaviour framework sets out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role with us. This framework is used for the assessment, management and development of performance of all our people.

Please refer to ['Work the CAF Way'](#) booklet for the CAF behaviour framework.

Dated: December 2019

PERSON SPECIFICATION

Job title: Charity Verification Officer

Date: May 2019

Attributes	Essential ✓	Desirable ✓	How Evidenced *
Experience			
Previous employment to include Customer Service and regulated services	✓		A/C/R
Managing customer expectations and developing customer relationships (Knowledge of HMRC or Charitable Sector regulations)	✓	✓	A/C/T A/C /T
Qualifications			
Good Standard of Education particularly numeracy and literacy	✓		E/A/C E
NVQ 2 Level 2 or equivalent	✓		
Training			
Customer Service	✓		A/C/T
Telephone skills	✓		
Letter writing skills	✓		
Organisation skills	✓		
Anti Money Laundering knowledge	✓		
Data Protection knowledge	✓		
Handling difficult situations		✓	
Specialist skills/ability/knowledge			
Computer Literate	✓		A/C/T
Web Literate	✓		
Knowledge of HMRC or Charitable Sector regulations		✓	
Third sector knowledge		✓	
Knowledge of CAF products and services		✓	
Communication			
Competent in communicating with all levels of staff/team player	✓		A/C/T
Competent in dealing with complex queries and complaints	✓		
Personal qualities			
Analytical	✓		A/C/T
Attention to detail	✓		
Personal drive to exceed targets	✓		
Diplomatic	✓		
Sensitive	✓		
Positive can do attitude	✓		
Proactive approach	✓		
Demonstrates ability to coach	✓		
Methodical and organised	✓		
Problem solver	✓		
Special conditions			
Working unsociable hours may be required on occasions		✓	C

<p>Prior to Appointment</p> <p>All posts:</p> <ul style="list-style-type: none"> • Credit check • Dow Jones check • Basic DBS Check • Employment references • Medical clearance • Right to Work in the UK 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 		<ul style="list-style-type: none"> R/E R/E R/E R/E R/E R/E
--	--	--	--

*Key: R= References E= Evidence/certificates A= Application C= Competency interview T=Testing/assessment