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## JOB DESCRIPTION

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**Job Title:** Private Client Service Support – Trusts, CADF & Legacy

**Grade:** B

**Department:** Private Clients

**Main purpose of job:**

To deliver a professional, efficient and personalised service to private clients of CAF, namely the CAF Charitable Trust and CAF American Donor Fund (CADF) and seek out opportunities to optimise the client experience. To contribute to the effective client management by providing excellent administrative support.

**Responsible to:** Private Client Service Operations Manager

**Budgetary responsibilities:** N/A

**Responsible for:** N/A

**Key Job Responsibilities:**

Administration

- To undertake various administrative tasks in support of client managers, including but not limited to account opening and closing, the client welcome programme, account maintenance, investment orders, donation and charity verification requests, ID&V for clients, Know Your Client activity, online access requests, sending new donation receipts, and all other aspects of administration with due regard for risk and fraud.
- Organise the flow of grant requests ensuring that the relevant client manager is made aware of any issues that would prevent the grant from being paid quickly
- Post grant requests onto relevant spread sheets and prepare them for approval in an accurate and timely manner
- Trust, legacy & CADF database management/updates/maintenance.
- Issue activity notifications and confirmations within a timely manner to encourage positive client engagement, including investment purchase and sale confirmations.
- Issue grant payment confirmation emails/letters to charities within agreed deadlines
- Assist in the set up new clients on the system, opening accounts and follow designed welcome programme on behalf of Private Client Managers and the Private Client Team
- Manage the daily scanning for the private client team.
- Maintain the private client safes, filing all original CAF Charitable Trust documents and records
- Assist with issuing quarterly statements to clients
- Assist in the annual reporting process for CADF recipient charities enabling requests are issued and responses are recorded.

- Assist with the preparation of US receipts for CADF clients
- Carry out daily checks of CADF bank accounts, and accurately inform Finance how receipts should be posted and fees to take
- To ensure client confidentiality at all times and to adhere to General Data Protection Regulatory requirements.
- To liaise effectively with internal teams in support of the Private Client service, specifically Trusts Finance, Validation, Risk & Compliance and Customer Service.
- Coordinating regular CAF Charitable Trust reviews to ensure appropriate service is provided, feeding back to Private Client Managers and Executives for them to then approach their clients accordingly.

### **Client relationships**

- Respond to basic queries from clients, charities and introducers by phone and email in a professional, timely and efficient manner in accordance with departmental standards, to provide the highest level of customer service
- To respond to enquiries from clients in line with CAF's own Service Level Agreements and Key Performance Indicators to provide outstanding private client service
- To build a knowledge of philanthropy and CAF's private client service in support of the private client team, through attending meetings, workshops, self-directed learning and development
- To help deliver and roll out any change development programmes as implemented by the Private Client Excellence Manager.
- To provide high quality support to Private Client Managers and Executives to enhance the service delivered to our clients.

### **Business development**

- Educate and motivate charities about the benefits of CAF and give guidance on how to refer their donors
- Promote CAF at every opportunity to encourage growth in client numbers and business referrers
- To further CAF's mission by spotting opportunities for the Private Client Managers and advisory team to engage with clients' philanthropy

### **General Responsibilities:**

- Maintaining awareness of and complying with relevant CAF policies and procedures that fulfil legal/audit requirements (e.g. Data Protection and CAF's Complaints Procedure)
- Ensure confidentiality of customer and staff records at all times
- Carry out other duties as specified by the line manager
- Develop strong relationships with CAF teams, particularly compliance and finance, to ensure internal processes move quickly and reliably in order that clients receive an excellent service
- Participation and/or coordination on projects as required

- Be proactive in the suggestion and development of new work processes and procedures, assisting with the implementation of solutions where required to continually improve customer service

### **CAF Values and Behavioural Indicators**

The CAF Values and Behavioural Indicators set 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 in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

**Date: May 2025**

## PERSON SPECIFICATION

**Job title:** Private Client Service Support – CADF & Trusts

**Date:** May 2025

Attributes	Essential ✓	Desirable ✓	How Evidenced <sup>+</sup>
<b>Experience</b> Customer Service Experience High Net Worth Customer service experience Administrative experience	✓  ✓	 ✓	R/A/C
<b>Qualifications</b> Good standard of education, particularly literacy and numeracy	✓		E
<b>Training</b> Customer service Skills Telephone Letter writing skills Data protection Anti-money laundering/KYC	✓ ✓ ✓	   ✓ ✓	R/E/C
<b>Specialist Skills/ Ability/Knowledge</b> Consistent accuracy Knowledge of financial transactions and investments CRM systems and database use MS Office Research skills	✓ ✓  ✓ ✓	  ✓	C
<b>Communication</b> Excellent written communication Outstanding communicator with clients on the telephone, in writing and in person Ability to communicate clearly and in a warm, professional manner with internal colleagues, advisors and clients	✓ ✓ ✓ ✓		C
<b>Personal Qualities</b> Self starter Excellent attention to detail Flexible approach to working Ability to think for themselves and always put the client first Excellent team player Ability to work well under pressure and to tight deadlines A positive attitude and thirst for development & learning Problem solver Complaint handler Ability to spot client service opportunities	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	      ✓	C
<b>Special Conditions</b> Willingness to travel to London office, client meetings as required	✓		
<b>Prior to Appointment</b> All posts: • Credit Check • Sanctions Check • Basic DBS Check	  ✓ ✓ ✓		R/E

<ul style="list-style-type: none"> <li>• Employment References</li> <li>• Medical Clearance</li> <li>• Right to Work in the UK</li> </ul>	✓ ✓ ✓		
FCA Approved Posts: <ul style="list-style-type: none"> <li>• Standard DBS Check</li> </ul>	✓		

✓ Tick either the *Essential* or *Desirable* column as appropriate for each attribute

† Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

**Key**

**R** = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment