
JOB DESCRIPTION

Job Title: Senior Charity Verification Officer

Grade: C

Department: Charity Verification, Customer Service

Main purpose of job:

Review and approve distribution of donations to charities across the globe, whilst protecting CAF and our customers, following procedures written by CAF in line with HMRC guidance.

Ensure grants and donations to organisations are either exclusively charitable or are used for charitable purposes, in accordance with HMRC regulations and CAF policy.

Responsible to: Team Manager – Senior Charity Verification

Budgetary responsibilities: None

Responsible for: None

General Responsibilities:

- Effective and efficient communication by letter, telephone, e-mail and face-to-face with customers internally and externally, beneficiaries and any other relevant organisation necessary to verify the charitable status or charitable purpose of an organisation
- 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.
- To engage and effectively manage key stakeholders across the foundation.
- Take personal ownership for the customer experience
- Maintain personal skills development & knowledge as required
- Support the Senior Operations Manager - Charity Verification as required
- Assist with project work that impacts on charity data

Key Job Responsibilities:

- To complete due diligence checks to verify the charitable organisation by working with the charities to obtain appropriate evidence, documents and eligibility applications to ensure CAF funds are used for charitable purpose
- Communicate clearly and effectively with all business stakeholders within CAF, and externally with both clients and beneficiaries providing a detailed explanation when donations are declined

- Supply advice and guidance to all internal stakeholders concerning the charitable status of organisations and/or proposals from client donors regarding entering into charitable projects
- Responsible for reviewing daily and monthly reports relating to audit and compliance reporting
- Ensure that internal charity registers are accurately maintained in accordance with HM Revenue & Customs (Inland Revenue) regulations and CAF policy
- Authorise AML and KYC approvals for all donations to mitigate country risk and carry out all associated searches and investigations as required
- Authorise bank details for Standard Charity verification team as required.
- Authorise Politically Exposed Persons (PEP) approval reports from daily overnight Complinet reports as required
- Authorise daily audit report as required
- Use sound judgment to protect CAF's reputation at all times
- Responsible for reviewing instructions sent with donations to ensure the purpose of the donation is Gift Aid compliant
- Provide cover for the administration of all donations channelled via Transnational Giving Europe on behalf of CAF including identification and verification screening of all new donors for compliance purposes, validation of all donation requests, payment of all donations, reconciliation of TGE ledger accounts and annual completion of statistics and fees disbursements

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 in CAF. This framework is used for the assessment, management and development of performance of all our people across CAF

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

Dated: December 2021

PERSON SPECIFICATION

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Date: December 2021

Attributes	Essential	Desirable	How Evidenced*
Experience Previous experience in an administration role	✓		A/C/T
Qualifications Educated to GCSE standard - minimum C grades in English and Mathematics Educated to "A" Level standards	✓	✓	A/E
Specialist Skills/ Ability/Knowledge Basic knowledge of charity and charity tax law in the UK including donor benefit rules Basic knowledge of global philanthropy Basic Knowledge of UK Anti-Money Laundering regulations Basic understanding of balance sheets and profit and loss accounts Basic knowledge of Microsoft Word and Microsoft Outlook	✓	✓ ✓ ✓ ✓	A/C/T
Communication Good verbal and written communication skills	✓		A/C/T
Personal Qualities Being able to deal with "demanding" people Customer Focus – Customer service Quality Focus – Accuracy and being a team player, along with good planning & organising skills Attention to detail and having an enquiring mind and using investigative skills using all tools available including internet	✓ ✓ ✓ ✓		A/C
Prior to Appointment All posts: Credit check Dow Jones check Basic DBS Check Employment references Medical clearance Right to work in the UK	✓ ✓ ✓ ✓ ✓ ✓		R/E

Key

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