# Job Profile

Job Title: Legacy Case Officer

Directorate: Fundraising, Marketing, Digital and Influencing

Reports To: Senior Legacy Case Manager or Legacy Case Manager

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: November 2024

## Overall Role Purpose

The Legacy Case Officer helps people with sight loss to live the life they choose by providing an accurate and efficient service to process legacies in line with legislation, policy and best practice contributing to a high-income source for the organisation.

## Key Responsibilities

* Responsible for managing a proportional share of a wide-ranging caseload of pecuniary, residuary and life interest legacies, including complex and contentious matters. Ensuring that the legator’s wishes are carried out and legacy income is received in full.
* Comprehensively, professionally and sensitively correspond with personal representatives, professional advisers, charity co-beneficiaries and other external and internal stakeholders to work to resolve legacy cases in line with legislation, policy and best practice.
* Provide excellent next of kin experience; communicate sensitively and with empathy when in contact with lay executors, bereaved family members and next of kin. Liaise with Legacy Engagement Officers to assist the development of relationships with Guide Dogs.
* Regularly review cases in line with policy and the case review matrix, communicating with personal representatives to ensure continued progress; together with appropriate longer-term management of life interest cases.
* Prepare explanatory ‘briefing notes’ for the Trustees, as required on cases and in line with policy and the legacy delegation of authority.
* Ensure that all case details, correspondence and receipts are processed, information is uploaded to First Class expediently and legacy case records are accurate and up to date with all available income estimates and property details entered as known.
* Complete detailed checks and reconciliation of Estate/Will Trust Accounts; ensuring that all estate/trust assets are accounted for, and that fees charged reflect work undertaken.
* Protect Guide Dogs’ interest by ensuring personal representatives apply the correct Capital Gains Tax, Income Tax and Inheritance Tax reliefs, allowances and rates. Conduct detailed checks and notify any amendments needed to any estate tax calculations where it may affect Guide Dogs’ share of the estate.
* Where a case involves property or land, protect Guide Dogs’ interests in and charitable duties by obtaining a S119 Valuation Report, as required under legislation and policy, and apply the recommendations included in the report to achieve best value.
* Obtain legal advice on complex litigation and claims against estates including but not limited to: claims under the Inheritance (Provision for Family and Dependents) Act 1975, undue influence, will validity, proprietary estoppel etc. Act on the legal advice received in line with policy and the legacy delegation of authority, including obtaining relevant approvals based on entitlement at risk. Whilst ensuring any financial and reputational risk to Guide Dogs is minimised.
* Keep up to date on case law and changes in tax law, trust law and probate law and where relevant apply to own case load.
* This is not an exhaustive list, and the post holder will be expected to undertake other duties as may reasonably be required to meet the changing needs of the Association.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* Educated to A Level standard or equivalent qualification.
* Minimum of 5 GCSEs, including Maths and English, and/or equivalent.

#### Desirable

* Educated to degree level or equivalent qualification.
* A relevant legacy/probate law qualification, including the Certificate in Charity Legacy Administration (CiCLA) and/or The Society of Trust and Estate Practitioners (STEP) qualifications and/or equivalent qualification and/or working towards or willingness to work towards CiCLA.

## Job-Related Experience

#### Essential

* Proven experience of complex case management, including managing own caseload and working as part of a team.

#### Desirable

* Previous experience working as a Legacy Case Officer and/or working within Wills and Probate and/or a Private Client legal environment as a paralegal and/or qualified solicitor.

## Knowledge

#### Essential

* An understanding of General Data Protection Regulations and how the regulations apply to the Association and the role.

#### Desirable

* An understanding of UK law relating to contentious and non-contentious probate law and the application of probate law to charitable legacies.
* An understanding of the Chartered Institute of Fundraising Code of Fundraising Practice and Next of Kin communications.
* An understanding of The Charities Statement of Recommended Practice (SORP) and the impact that it has on reporting legacy income.

## Skills and Competencies

#### Essential

* Strong Microsoft Office skills including Word, Outlook and Excel.
* Meticulous attention to detail.
* High degree of sensitivity and emotional intelligence required to interact appropriately with those who have recently been bereaved.
* Strong analytical, problem solving and investigation skills.
* Ability to assess risk against benefit to reach a well-rounded conclusion.
* High organisational skills with the ability to maintain a number of projects simultaneously, including prioritising caseload and delivering on time.
* Excellent interpersonal and communication skills.
* Willingness to learn and share learnings.

#### Desirable

* Working knowledge of FirstClass and/or equivalent legacy management software.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups; and
* Emotional awareness; and
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Specialist Professional, please [follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/ETDrr9U4YzdHsA3S7CHSc9EBZy3LbOI0ioxx7UHaXzT37w?e=ZSu6jz) to view the salary band.