

## Legacy Administration Manager

<b>DIRECTORATE:</b>	Corporate Services
<b>SECTION:</b>	Finance
<b>REPORTING TO:</b>	Head of Finance
<b>CONTRACT:</b>	Full time, Permanent Contract

## OVERALL PURPOSE OF THE JOB

Diabetes is the most potentially devastating – and fastest growing – health crisis of our time, requiring ongoing high-quality care and support. There are currently 4.5 million people in the UK living with diabetes, and 11.9 million more at increased risk of getting Type 2 diabetes. Those diagnosed face the risk of life-changing, and life-limiting, complications, unless they are given the very best care and the support they need to manage their condition well. As a society we need to work together now – and take action now – to fund critical research, improve healthcare and treatment, and prevent yet more people developing this potentially life-threatening condition.

As well as being responsible for the accurate and timely processing, recording and optimization of all our legacies and bequests (approximately 450/year), this role also holds delegated responsibility from our Trustees to make key decisions and is the primary source of reporting on our legacies performance and outlook. With income from legacies reaching nearly £17m in 2017, this is a truly critical role.

The post holder reports into the Head of Finance and will be located at Diabetes UK's London office within the Business Partnering team, part of the wider Finance team. There is one line report – the Senior Legacy Officer.



## WORKING RELATIONSHIPS

<b>Inside Diabetes UK</b>
Head of Finance, Fundraising, Directors and Trustees
<b>Outside Diabetes UK</b>
Solicitors and legacy teams at other charities

## MAIN DUTIES AND RESPONSIBILITIES:

### Approach

- Maintain high professional standards (timekeeping, meeting participation, awareness of organisational policies etc)
- Demonstrate timely, complete, well-judged and accurate communications with stakeholders at all times.

October 2018

- Consider the needs of our partners and customers around the business and ensure that we keep things simple.
- Be approachable, helpful, expert in your field, and trusted by your stakeholders. Maintain confidentiality.
- To be capable of working autonomously or as directed by the Head of Finance.
- Ensure that the Head of Finance, Director of Corporate Services and Trustees are kept appropriately updated, particularly on contentious, high value or high risk cases.

### Management of legacy files

- Ensure receipt of funds is maximised and achieved without delay, and cashflow requirements are forecast appropriately.
- Create, maintain and continuously improve processes to ensure effective handling on legacy notifications and receipts, and proper record keeping. Feed into design of organisation-wide processes regarding legacies.
- Oversee the processing and recording all legacies and bequests made to Diabetes UK.
- Manage correspondence with executors, solicitors, co-beneficiaries, banks etc. either with standard-form letters or as appropriate to specific situations.
- Review estate accounts received for residuary legacies to ensure the calculations are correct and that the correct treatment for Capital Gains Tax and Inheritance Tax have been adopted.
- Develop contacts with legacy experts within other charities to share best practice and work together on common cases.
- Refer any matters with substantial financial, ethical or public relations implications through the Head of Finance, to the Board of Trustees.
- Keep leadership informed of all substantial or contentious cases.
- Ensure proper record keeping at all times.
- Ensure that cash received matches expectations based on the information received by working with the wider Finance Team.

### Monthly reporting

- Reconcile legacy income on a monthly basis to ensure that receipts match our expectations and that we're aware of all amounts received.
- Provide data for monthly management accounts for number of live files and expected future income from live files.
- Ensure that systems are in place to enable correct allocation of funds in respect of any restriction within the will.
- Set and monitor performance indicators (KPIs) for income received, number of notifications or other appropriate criteria.
- Provide annual statistics regarding the legacies received in the financial year for circulation to the Finance Committee.
- Identify and perform one-off projects, eg specific statistical analyses or reviews of particular types of legacies.
- Provide a regular indication of our forward view or pipeline to enable effective financial planning.

### Delegated responsibilities to act on behalf of Trustees

- The following responsibilities and decisions are delegated to the Legacy Administration Manager provided that situations are escalated as appropriate:
  - Give good receipt and discharge to Executors for legacies properly received.
  - Give indemnity where it is proper to do so.
  - Manage and make decisions on all claims and/or contentious legacy matters in which Diabetes UK is a beneficiary.
  - Advise on renouncing Diabetes UK's right to act as Executor where it would not be in Diabetes UK's interest to do so.
  - Instruct solicitors to take out a Grant and administer the estate where it is appropriate and in Diabetes UK's interest to do so.

**Other**

- Continuously improve, review and update procedures/manuals and standard templates and influence stakeholders to ensure effective implementation. Work with stakeholders to identify requirements for, consult on and draft new procedures, policies and guidance.
- Work with colleagues in fundraising directorate to ensure correct information is reported on.
- Ensure that information on First Class is appropriately maintained and kept up to date.
- Provide expert advice to colleagues on legacy administration matters and ensure that appropriate considerations are made in all decisions and processes/policies concerning legacy administration.
- Maintain a good working knowledge of the prevailing legal environment over all areas which could be encountered in the role (including distinctions between English and Scottish Law and developments in inheritance and capital gains taxation) through continuing professional education.
- Such other duties as may be directed by Head of Finance

**PERSON SPECIFICATION**

**The best person for this job will be able to:**

- Communicate well and with sensitivity, particularly when dealing with bereaved family members
- Effectively manage risk and display great judgement
- Work collaboratively
- Effectively manage their time and prioritise
- Effectively manage and develop the Senior Legacies Officer
- Manipulate and analyse data in Excel

**The best person for this job will have experience in:**

- Legacy administration, preferably within a charity environment
- Using First Class to manage legacies
- Charities and the Charity Commission

**The best person for this job will be:**

- Educated to Law Degree or equivalent level, ideally with Institute of Legacy Management Certificate in Charity Legacy Administration (CiCLA) or similar
- Computer literate with good knowledge of Microsoft Office
- Comfortable to work independently
- Proactive, curious, enthusiastic and wanting to develop and make a difference at Diabetes UK
- Able to work in a demanding environment