Job description and person specification

Job title: Case Officer

Team: Casework Team

Reports to: Casework Manager

Salary: Circa £42k

Hours: Standard full-time hours are 35 hours per week

Contract: 12-Month FTC

Location: Hybrid (homeworking and 40% in central London office – 2 days per week)

About the Fundraising Regulator

The Fundraising Regulator is an independent, non-statutory body that regulates fundraising across the charitable sector in England, Wales and Northern Ireland. We set and maintain standards that apply to all fundraising organisations across the UK, to protect the public and support the vital work of fundraisers.

We work in partnership with other regulators and the representative bodies in the charitable and fundraising sectors to build public confidence in fundraising and ensure fundraising best practice.

We have a staff team of approximately 30 people, including staff based in Wales and Northern Ireland.

Our commitment to diversity, equality and inclusion

The Fundraising Regulator is committed to diversity, equality and inclusion. We are Disability Confident and commit to offering an interview to disabled applicants who meet the minimum criteria where practicable. If you would like your application to be considered under this scheme, please select that option when applying via our recruitment partner Doing Good Recruitment.

We want our workforce to be truly representative of the society we are here to support and protect so that we can regulate effectively and fairly. We particularly encourage applications from people with Black, Asian and Minority Ethnic backgrounds and people with disabilities as these groups are currently underrepresented at the Fundraising Regulator.

We are committed to providing an inclusive recruitment process and a flexible, supportive working environment.

If you require any part of this application or interview process to be adjusted to accommodate your needs, please let us know.

Our values

The Fundraising Regulator's workforce is guided by four core values and behaviours: learning, quality, supportive and collaborative. We live these values through all areas of our work to support a positive organizational culture. We expect all applicants to demonstrate a commitment to these values.

Values	**Behaviours**
Learning	• Encourage new ideas • Challenge the past • Learning from others, reviewing and reflecting • Resilient, flexible and open to change
Collaborative	• Sharing skills and knowledge • Involving people • Not working in silos • Encouraging good communication
Quality	• Excellent customer service • Authoritative, accurate and transparent • Not perfectionists • Having the tools to excel • Value for money
Supportive	• Respecting individual needs • Kindness • Wellbeing • Accessible and available • Diverse, respectful of difference • Honest and fair

Benefits

We offer a range of benefits to all employees, including:

- A flexible working environment
- 27 days' annual leave, plus three days Christmas closure and bank holidays
- Generous pension contribution from day one
- Enhanced maternity, paternity and sickness pay
- Paid time off for volunteering
- Eyecare vouchers
- Bike to work scheme and season ticket loans
- Ongoing training and development
- Employee Assistance Programme

Purpose of the role

- Reporting to the Case Manager we are looking a Case Officer to join our Casework Team. Our Case Officers provide the initial point of contact for the organisation, working with members of the public, charities, fundraising agencies, donors or potential donors to investigate and resolve complaints promptly and effectively.

- In recent years the complexity of our casework has increased, and resources are always required to ensure that investigations can be dealt with promptly. The successful candidate will be joining a busy team and will be accustomed to a similar paced environment.

- The casework team consists of 4 Case Officers who work in two teams, each overseen by a Case Manager. This role is for a fifth Case Officer who will join one of the teams. The Director of Casework has overall responsibility for the casework function.

Key responsibilities

- Dealing with enquiries relating to potential areas of concern about fundraising including day to day liaison with members of the public, charities, fundraising agencies, donors or potential donors and providing appropriate advice when complaints are out of our remit.

- Actively manage a caseload, progressing cases quickly and effectively and in doing so providing a high-quality service.

- Investigating complaints from members of the public, donors and potential donors.

- Making objective, evidence-based decisions, in line with the Regulator's policies and guidance.

- Ensuring consistent and robust decision making and maintain clear and accurate records.

- Working effectively and proactively within a fast-paced team.

- Developing and managing effective relationships with charities, complainants and others to facilitate the work of the team.

Person specification

To be considered for the role, applicants should meet the criteria outlined in this person specification. You should make sure you refer to these criteria in your application.

Criteria	**Assessment**
Qualifications	
• This role does not require any particular qualifications.	This would usually be assessed via the application.
Work experience	
Essential • Demonstrable experience in a casework or complaints handling environment. Desirable • Experience of working for a Regulator. • Knowledge or experience of fundraising and/or the charity sector.	This will be assessed at the application stage.
Knowledge, skills and ability	
Essential • A sensitive and diplomatic approach to resolving complaints. • Ability to deal with difficult situations, for example where people are angry or upset, in a calm and respectful way. • Demonstrable organisation and time management skills. • Ability to investigate, analyse evidence and exercise judgement in complex situations, making reasoned decisions.	Some of these skills will be assessed at interview stage and others will be explored via a test at interview stage.

• Ability to interpret standards and apply them to real life scenarios. • Ability to understand the Regulatory framework the Regulator operates within. • Strong ethical standards with a desire to work honestly and with integrity. • Excellent written and oral communication skills.	