



JOB TITLE:	Legacy Officer
DEPARTMENT:	Fundraising
HOURS:	Full Time. 37.5 hours per week (Monday – Friday)
LENGTH OF CONTRACT:	Permanent
LOCATION:	London - Hybrid
REPORTS TO (JOB TITLE):	Donor Development and Legacies Lead (DDL)
SALARY:	£34,512.98 per annum Internal grade:13.1
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

OVERVIEW OF DEPARTMENT

MÉDECINS SANS FRONTIÈRES/ DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/ Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 40,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues, and recruiting field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

JOB PURPOSE

You will assist alongside the Donor Development and Legacies Lead (DDLL) to help deliver MFS's Legacy fundraising strategy - to both increase income and recruit new supporters to MSF.

Collaborating closely with internal stakeholders and external partners to ensure effective and organised Legacy Administration for the organisation.

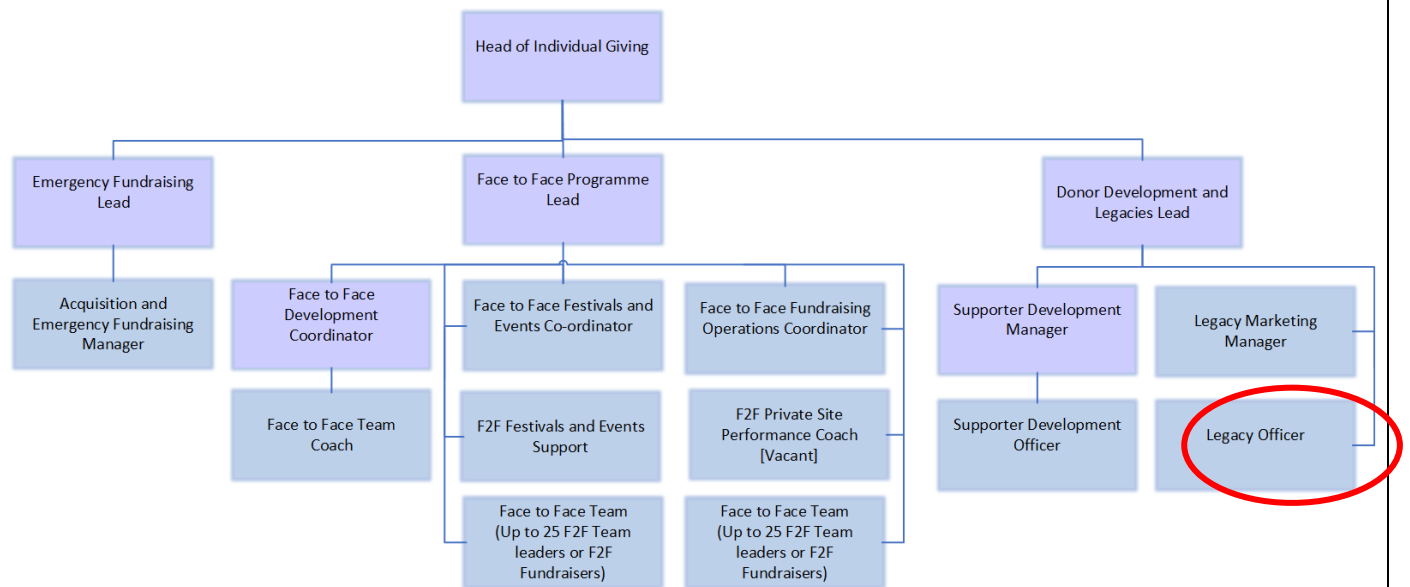
You will engage with donors who are interested in Leaving Gifts in their wills, as well as those who have already committed to doing so.

This role is a fundamental part of our Legacy Stewardship and Retention programme.

DIMENSIONS

- This role will support a busy Legacy Fundraising Team, raising approx. £22 million every year through Gifts in Wills.
- The Individual Giving Team is made up of 13 staff and an in-house face to face team, the team raises approximately 80% of MSF's total income each year.
- The role will be managed by the Donor Development and Legacies Lead and does not have any direct line reports.
- The role will steward donors who may donate very large gifts to MSF UK, as well as co-ordinating with the families of those donors.

ORGANISATIONAL STRUCTURE



CONTEXT

The Fundraising Department raises private income for MSF field operations globally, and to cover MSF's administration costs in the UK.

The Fundraising Department contains the Philanthropy, Individual Giving and Fundraising Operations teams and in 2023 a team of around 35 people delivered an income of £85 million.

The Individual Giving Team is headed by the Head of Individual Giving. This Team is responsible for recruiting and developing our support from private individuals, raising around 80% of MSF UK's total income in 2024.

The Individual Giving Team actively raises funds from the public, recruiting and maintaining this support through direct marketing campaigns, created in partnership with professional agencies. The Individual Giving Team works very closely with the Communications and Digital teams.

Our goal is to build loyalty by bringing supporters closer to the people that MSF assists, and the medical action that private donations make possible. MSF UK prides itself on the accessibility of the Fundraising team to our supporters and the provision of excellent supporter care; this is central to the philosophy of the team.

This role works closely with all teams in fundraising and communications. It is especially important that this role forms great working relationships with the Fundraising Operations, CRM

and Supporter Care teams to ensure activity is integrated and consistent, and that systems are used effectively, and processes adhered to.

You will gain an excellent overview of a successful Legacy Team in an International Humanitarian Organisation. MSF UK is part of a Global Movement, and we pride ourselves on sharing and collaborating with other MSF offices globally on Legacy Fundraising initiatives.

ACCOUNTABILITIES

1. Working closely with the Legal Legacy Manager & Donor Development and Legacies Lead, you will play a key part in the development of the legacy administrative tasks associated with both existing and new legacy supporters.

2. You'll also need excellent and personable communication skills, from drafting written correspondence, to interacting with the public on the phone and email. Represent and protect the interests of MSF UK, in all correspondence, using tact and understanding when dealing with legal professionals, beneficiaries, donors, and members of the public.

3. Ideally, you'll have experience of having sensitive conversations, as you'll be in regular contact with bereaved family members, and those seeking to draft their Will

4. Experience of assisting with Legacy Marketing Initiatives.

KEY PERFORMANCE INDICATORS

1. Preparing the weekly banking of any incoming donations by cheque, and accounting for donations via bank transfer on Dynamics. Responsible for handling all Legacy Post, ensuring all correspondence is logged onto the database (Dynamics), and then archived according to MSF's policy.

2. Answering Telephone Calls and Monitoring the Teams' Legacies email inbox, ensuring that all Legacy inbound enquiries are dealt with professionally, and according to Service Level Agreements. Record, and keep up-to-date, all relevant information regarding an inbound Legacy enquiry. This will include the management of the filing and archiving systems. Responsible for collating the paperwork and updating the spreadsheet schedule to enable a tax reclaim on legacy gifts, in accordance with HMRC requirements. Corresponding with Smee and Ford (the Legacy Notification Service) on behalf of MSF.

3. Thanking (email and post) to solicitors, executors, and next-of-kin, as required/instructed.

5. A commitment to the aims and objectives of MSF UK is crucial.

Co-ordinating sign-off with the Board on contentious estates, along with the Legal Legacy Manager. Responsible for closing a Legacy record on Dynamics to include checking all relevant data has been captured and scanning/filing/archiving all paperwork.

4. Providing Assistance on various Legacy Marketing initiatives, such as Radio and Press Adverts, as well as Inserts, and working with the Public Engagement Team on Events for Legacy Enquirers and Legators. Marketing Assistant duties would include Purchase Order Management, Processing Invoices, organising meeting arrangements with Agencies, accurate minute keeping, and filing documents on SharePoint, and Reporting on campaigns success, using our in-house Dashboards. Responsible for maintaining and updating the Legacy Webpages on the MSF website.

<u>CHALLENGE & CREATIVITY / DECISION-MAKING</u>	
<ul style="list-style-type: none">• The job holder will need to have meticulous organisational skills, as they are a crucial part of the Legacy Donors Supporter Journey with MSF.• Personable skills are key in this role and being able to adapt to different communication styles to meet the needs of different donors, particularly around emotive and delicate subjects.• This role is at the heart of a passionate fundraising team, so the ability to work with many internal stakeholders and team members will be of upmost importance.• You will be responsible for making decisions around the best stewardship of some potential high value donors.	
<u>KNOWLEDGE, SKILLS & EXPERIENCE</u>	
<ul style="list-style-type: none">• Experience of working for an International Development / Humanitarian Charity or Organisation.• Commitment to the aims and values of Médecins Sans Frontières.• Strong administration skills, with the ability to manage a varied and busy workload effectively.• Attention to detail is also essential.• Fluency in written and spoken English.• Advanced Administrative skills, both written and verbal.• Ability to multi-task and organise workload efficiently.• Attention to detail and a meticulous approach to tasks.• Experience of dealing with confidential and sensitive conversations with customers, donors, stakeholders.• Experience of Microsoft Dynamics or other CRM programmes.• Ability to work with various stakeholders in different departments, and of different levels of experience.	

- Work experience with First Class would be desirable.

VALUES

Respect:

- a. Invite team members and colleagues from other departments to provide input on topics of discussion and considers their contribution and experience.
- b. Participates in and involves the team in the discussion and decision-making process that may affect all team members before the final decision is made.
- c. Values colleagues as human beings, demonstrated through equal respect for staff and beneficiaries.

Integrity:

- a. Acts by example, modelling the behaviour expected from team members.
- b. Seeks out and offers each team member an equal opportunity and tools to succeed.
- c. Works to achieve cohesion and a spirit of cooperation in the team.

Humanity:

- a. Strives to learn and get to know more about each team member to better understand their needs, potential and ascertain ways to better support and work with them.
- b. Shows interest and empathy through active listening. Is approachable: listens actively, observes and acknowledges what they hear.
- c. Removing obstacles that may hinder potential improvements and ways of working in the team, i.e. need to expand and try new things.

Accountability:

- a. Admits mistakes, misjudgments or errors and immediately informs others when unable to meet a commitment and seeks support to do this if needed.
- b. Strives for efficiency in every aspect of their work.
- c. Demonstrates willingness, ability and readiness to change attitudes and behaviours to achieve agreed outcomes and works with team members to ensure these are achieved.

Empowerment:

- a. Instils acceptance and optimism in the team.
- b. Allows time and space for people to open, take appropriate risks, leading to sharing of knowledge and open communication.
- c. Ensures that team and individual objectives are well-defined, shared and acknowledged by the organisation.

Collaboration: Collaboration is at the centre of all we do.

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Recruitment timetable:

- **Closing date for applications: Sunday 09th February 2025 at 23:59**
- **Interviews: 19th and 20th February 2025**

Incomplete applications will not be considered. Shortlisting for interviews will be based on your CV and Letter of Motivation therefore we encourage candidates to read the job description in full.

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

Interviews will be held on a rolling basis. Please apply as soon as possible as we reserve the right to close the application early if we find a suitable candidate.

We look forward to receiving your application!

