

Regional Legacy Coordinator (Apprentice) Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Regional Legacy Coordinator (Apprentice)

Position in the Organisation

Reports to the Legacy Giving Officer and Regional Legacy Giving Manager.
Member of our Regional Legacy Team within the wider Legacy Giving Team.
Part of our Income and Engagement directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

As our Regional Legacy Coordinator, you will act as a first point of contact for supporters interested in leaving a gift in their Will to Alzheimer's Society. You will offer supporters a seamless stewardship experience over the phone, and through email and post, to ensure that they have everything they need to use our free Will writing services and leave a gift in their Will to the organisation.

You will provide a 'triage' function to the wider Regional Legacy Giving Team, which means you will be working with supporters right across England, Wales and Northern Ireland who have requested more information on leaving us a gift in their Will. You will be the first person to contact them, looking to gain an understanding of what they need and signposting them to their regionally based Legacy Giving Officer if they require further support or information. You will also provide business support to the wider team, alongside our team Support Officer, giving you the opportunity to learn how our database, marketing and wider stewardship journeys are delivered for both our supporters and solicitor partners.

This role will allow you to complete a Level 3 Fundraiser Apprenticeship, developing the key skills and behaviours needed by successful fundraisers.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

- Deliver an excellent supporter stewardship experience for supporters across England, Wales and Northern Ireland to maximise opportunities for future gifts in Wills income
- Follow-up on supporter and solicitor communications within agreed time frames and update supporter records on our fundraising database
- Report on the outcome and next steps of supporter stewardship against agreed targets
- Process supporter requests for information received by the Regional Legacy Giving Team
- Work closely with other members of the team to provide administrative support for the Regional Legacy Giving Team
- Develop strong working relationships with key internal teams, including Supporter Engagement, Database Support and Supporter Care

- To undertake any other duties or projects in keeping with the nature and grade of this post as required

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Able to work on own initiative	E	A/I
Strong interpersonal skills	E	A/I
Experience of managing own time and organising tasks in the working day	E	A/I
Experience of communicating effectively both verbally and in written communications	E	A/I
Good IT skills with experience of using some or all Microsoft packages, including Teams, Excel, Word, Outlook and PowerPoint	E	A/I
Ambitious, innovative, self-motivated and target driven	E	A/I
Ability to show empathy for people with dementia and their carers	E	A/I
Trustworthy, patient and a good relationship builder	E	A/I
Ability and willingness to travel independently including occasional overnight stays as required. All travel and accommodation expenses will be covered by Alzheimer's Society.	E	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I
Excellent organisational and timekeeping skills.	E	A/I
Excellent attention to detail.	E	A/I
Non-judgemental communication	E	A/I

Commitment to and understanding of equal opportunities	E	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave