VACANCY: Development and Alumni Relations Administrator

Wolfson College is one of the 31 Colleges in the University of Cambridge and provides an academic home for over 900 students aged 21 or above, 200 Fellows, 300 senior members and 100 staff. There are more than 450 residential units on site, housing over 500 residents. The College is the most cosmopolitan in Cambridge which, together with its egalitarian ethos, helps to create a very friendly working environment. Full details of the College are available at www.wolfson.cam.ac.uk

HOW TO APPLY

Please send a completed Wolfson College Application Form and Equal Opportunities Form (available online at www.wolfson.cam.ac.uk/jobs), with a copy of your CV, and a covering letter setting out three ways in which you feel you are suitable for this post, to arrive by 9:00am on Monday 5 February 2018, to:

Mrs Sally Cullen (ref. Development)
Personnel Manager
Wolfson College
Barton Road
Cambridge CB3 9BB or by email to: jobs@wolfson.cam.ac.uk

TERMS AND CONDITIONS

Salary: Starting salary range: £20,130 - £25,124 per annum

Benefits: Membership of the NOW: Pension scheme (www.nowpensions.com)
25 days’ holiday per year, plus public holidays
Meals on duty
Free parking
Use of the gym
Use of the Library
Membership of a healthcare cash plan
The College operates a childcare voucher scheme for staff
Cambridge University offers a subsidised staff accommodation rental scheme to University and College employees

Hours: 40 hours per week. The standard weekly pattern for the role will generally be 9.00am-5.30pm with half an hour’s lunch-break, Monday to Friday. There will also be the occasional need for attendance at events in the evening and at weekends for which time off in lieu will be given. Occasional travel outside of Cambridge will be required.

Holidays: 25 days’ holiday per year plus public holidays.
Of the 25 days’ holiday, the College schedules up to 4 days in December for all staff when the department is closed.
Attendance is normally required on public holidays which occur in Full Term, such as the May public holidays, for which alternative days’ holiday are given.
Probation: The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice would be two months on either side.

Wolfson College is an Equal Opportunities Employer
JOB DESCRIPTION

Job title: DEVELOPMENT & ALUMNI RELATIONS ADMINISTRATOR
Department: Development & Alumni Relations Office
Reporting to: Development Director
Office structure: Development Director, Deputy Development Director, Development & Alumni Relations Officer, Development & Alumni Relations Administrator

1. JOB PURPOSE

The post-holder is responsible for the smooth running of the Development Office’s administrative, financial and database requirements which underpin the Office’s fundraising, stewardship and alumni relations activities. The role is varied and is mostly office-based, although some evening and weekend work is required, for which time off in lieu is given. Each member of the team has specific responsibilities but is also expected to contribute to the efficiency of the office through team-working and adopting a flexible attitude by helping colleagues when necessary.

2. KEY DUTIES AND RESPONSIBILITIES

Finance
Liaising with the appropriate members of the team, Wolfson College and Cambridge University, and where relevant external agencies -

- Undertake gift receipting, processing, administration and reporting.
- Track, monitor and administer direct debits and pledge payments
- Take donations over the telephone making sure that accurate record keeping is maintained and financial guidelines adhered to
- Undertake monthly gift reconciliations with the Finance department
- Working with the Deputy Development Director, produce spreadsheets for statistical analysis in particular for the Annual Development Questionnaire
- Administer Gift Aid and monitor any changes by HMRC and other methods of tax-efficient giving
- Raise invoices for payment; tracking the department’s budget and liaising with Accounts

Raiser’s Edge database, record keeping and reporting

- Along with the Development & Alumni Relations Officer, be responsible for the Office’s CRM database, Raiser’s Edge, ensuring that records are kept up to date and that data protection regulations and best practice are adhered to. This post is the main Raiser’s Edge “super user”
- Process pledges and donations of grants and gifts onto RE from a variety of sources including the website and those received in the post or over the phone; gift aid declarations and credit card donations
- Record donor contact preferences in line with regulation and data protection requirements
- Maintain accurate records including personal details, correspondence and any other relevant data, operating within the guidelines of Data Protection and good record keeping
- Extract data from RE for the production of gift lists, donor, prospect and mailing lists and for a variety of other reports and for mass mailing communications
- Liaise with other Cambridge College staff and Wolfson College staff to keep RE up-to-date; adding for example recent graduates, new members’ or contacts’ details and news as appropriate
- Deal with returned mail in a timely and organised manner

Office Management and assistance to the Development Team

- Provide general PA support to the Development Director as required
- Be responsible for general administration, ensuring an efficient, productive and smooth running office - this might include post, photocopying, collating information and reports and assisting with travel arrangements, events administration and mailings
- Ensure that office supplies are maintained and that the office is a productive environment for the team to work in and for visitors to enter
- Arrange, co-ordinate and facilitate regular office meetings, producing agendas, notes and other information required to facilitate good planning, action management and efficient operations
- Act as a first port of call, responding professionally to internal and external requests and enquiries, and assisting with the stewardship of donors, alumni and other members and supporters
- Produce thank you letters for donors and other general correspondence

**Information gathering and communications**

- Provide research and gather information and materials to assist with fundraising approaches and donor and prospect management
- Be responsible for updating the general Development & Alumni area of the website
- Assist the College’s Website & Communications Officer by collating for example information, facts and photographs as required for corporate communications including social media, newsletters and the annual review

The above is not an exhaustive description and other duties might be assigned dependant on the needs of the office.

### 3. NETWORK OF CONTACTS

- Wolfson College: members of the Development and Alumni Relations Office, College Officers, Fellows, alumni, students, staff and other members of the College.
- Cambridge colleges: Development staff.
- University: staff at the University of Cambridge Development and Alumni Relations Office.
- External: Blackbaud (Raiser’s Edge); external agencies such as Wolfson’s bank, other third party service providers and organisations such as The Charities Aid Foundation.

### 4. TRAINING AND DEVELOPMENT

Training is available as required, particularly via the Cambridge Colleges’ Development Group, CASE and other alumni and fundraising organisations, Blackbaud and the University Information Service.

All staff must adopt a responsible attitude towards health and safety and comply with any procedures required by the College in order to ensure the health and safety of themselves, their colleagues and any other persons who may be affected by their actions. They must be prepared to undertake any training provided in relation to health and safety and College Policies and procedures.
### 5. PERSON SPECIFICATION

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<th>Essential</th>
<th>Desirable</th>
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<td><strong>Qualifications, Experience and Background</strong></td>
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<tr>
<td>• Educated to degree level or equivalent.</td>
<td>• Experience of development or fundraising in a university or school</td>
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<td>• Experience of an administrative role within a fundraising environment.</td>
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<td>• Proven ability to work as part of a busy team.</td>
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<th><strong>Knowledge and Skills</strong></th>
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<tr>
<td>• CRM fundraising database</td>
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<td>• Gift processing</td>
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<tr>
<td>• Financial administration and reporting</td>
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<td>• Data protection and good practice</td>
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<td>• Numerate with outstanding attention to detail</td>
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<td>• Good written and oral communication skills</td>
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<td>• Excellent administrative skills, including MS Office (including Excel), Adobe applications</td>
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<td>• Good organisational and time-management skills</td>
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<td>• Strong interpersonal skills with the ability to liaise with people at all levels and of all ages and backgrounds, combined with a strong understanding of social etiquette and cultural sensitivity</td>
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<th><strong>Personal Attributes</strong></th>
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<tr>
<td>• Professional and well presented with a mature attitude</td>
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<td>• Willingness to embrace routine aspects of the role</td>
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<td>• Conscientious, resourceful and self-motivated</td>
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<td>• Ability to work as a part of a team</td>
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<td>• Flexible and able to plan a variable workload</td>
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<td>• Ability to maintain confidentiality at all times</td>
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<td>• Well organised and calm under pressure</td>
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