VACANCY: Development and Alumni Relations Officer

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 5,000 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 midday on Wednesday 6 December 2017, 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: £25,124 - £31,902 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 OFFICER
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 purpose of the role is to develop and deliver successful alumni relations for Wolfson College. This will be achieved through a personal and proactive approach that builds and strengthens life-long relationships between Wolfson College and its community which includes – Fellows, Senior Members, College Research Associates, students, staff and a wide range of other supporters with a shared interest in the ethos of the College - maximising their interest, engagement, financial and other support.

2. KEY DUTIES AND RESPONSIBILITIES

Alumni relations strategy
- Working with the Development Director and team, contribute to the Development Department’s emerging strategy, strengthening the role of Alumni Relations within it with an aim to grow the number of supporters who are actively engaged and who regularly participate in the life of Wolfson College, its activities and fundraising initiatives.

Events
- Create, plan and deliver a balanced annual calendar of Development Office events ensuring that activities attract and involve as many people as possible, growing our community of supporters
- Develop relations with alumni, contacts and students through the events programme in particular networking opportunities

Alumni, student, member and donor relations
- Be responsible for the programme of alumni privileges, benefits and services that underpin our relations with Wolfson College members and assist the Development Director and Deputy Director cultivate and steward supporters
- Develop programmes and assist alumni relations through mentoring, internships, advice and networking opportunities
- Provide advice and support to existing alumni groups who want to develop their activities and networks for the benefit of Wolfson and, over time, develop more UK and overseas groups
- Provide advice and support to Fellows on their international travels so they can network and connect with international alumni, students and groups on our behalf
- Develop programmes that engage students, in particular initially through networking, mentoring and other opportunities

Fundraising
- As part of the Department’s Alumni Strategy, help create, plan and deliver fundraising programmes of interest to alumni – this could be for example Regular Giving, Annual Fundraising and Telephone Campaigns - and build this pool of supporters over time
- Identify alumni as prospective new donors or donors that might increase their commitment and work collaboratively with the Director and Deputy Director on donor planning
- Identify suitable projects and activities within Wolfson’s strategic priorities that would appeal to alumni for support
- With the Development Director, help to identify and agree targets and measures for fundraising, participation and retention
Database and recordkeeping
- Be a main user, along with the Development and Alumni Relations Administrator, of the Department’s CRM database, Raiser’s Edge, ensuring that alumni and supporter records are kept up to date and that data protection regulations and best practice are adhered to
- Help to develop the use of Raiser’s Edge and other specialist systems as effective tools to plan, manage and deliver alumni relations
- Keep abreast of General Data Protection Regulation [GDPR] and Privacy and Electronic Communications Regulations [PECR] requirements and ensure that alumni activity adheres to best guidelines advising colleagues accordingly
- Segment the database for reports and analytics relating to alumni and other supporters in order to develop relationships and activities

Communications
- As part of the annual programme of alumni activity, plan, manage and ensure the delivery of regular communications to alumni. This will include for example emails, letters, invitations and other special communications such as annual appeals
- Be responsible for the Development & Alumni Relations section of the website.
- In close collaboration with Wolfson’s Communications Officer, ensure that Wolfson’s corporate communications with alumni dovetail with the Development Office’s strategy and provide timely information as required.

Budget
- Be responsible, in consultation with the Development Director, for the Alumni Relations budget, tailoring the programme to available resources and monitoring expenses.

3. NETWORK OF CONTACTS
- Regular and personal contact with key alumni who may be volunteers, prospects, involved in groups, manage their own informal reunions and/or existing donors and friends of Wolfson
- Alumni, Fellows and other members of the College and University, societies and groups
- All members of the Development team and Wolfson who assist with the alumni events programme and provide articles and information for communications
- Wolfson’s Communication Officer - the Communications Officer is not part of the Development Team but is instrumental in the success of its work and is responsible for Wolfson College’s corporate social media, corporate communications, and publications such as the annual Wolfson Review.
- Other colleagues across the 31 colleges of Cambridge and the University’s Development Offices CUDAR and CAM
- Academic colleagues to facilitate alumni visits and to publicise department-led activities

Additional requirements of the job:
- Actively work with Cambridge’s other colleges, CUDAR and other peer universities to ensure that our Alumni Relations programme follows best practice
- Maintain a good knowledge of the higher education sector and Cambridge University
- Liaise with external companies and suppliers
- Undertake any other duties as required to ensure the smooth running of the Development Office

4. TRAINING AND DEVELOPMENT
The postholder is required to participate in relevant training courses and keep up to date with good practice. Training is available 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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**Qualifications and Experience**

- Educated to degree level or equivalent.
- Experience as an alumni or development officer or manager
- Experience of events management and delivery
- Experience of communications
- Experience of working in a busy office

- Membership of a relevant professional body
- Experience of development or fundraising in a university or school

**Knowledge and Skills**

- Alumni, Patrons or Membership schemes
- CRM fundraising databases
- Data protection and good practice
- Planning, management and delivery of projects and programmes to deadlines
- Numerate and literate with outstanding attention to detail
- Strong team-working and with an ability to work independently, show initiative and exercise sound judgement
- Strong interpersonal skills with the ability to liaise with people at all levels and of all ages and backgrounds, combined with an understanding of social etiquette and cultural sensitivity

- Raiser’s Edge
- Reports, queries and data segmentation
- Financial administration
- Fundraising techniques such as annual fundraising, legacies, telephone, capital building campaigns, mid-level or major gifts
- Familiarity with print, communications and using social media tools

**Personal Attributes**

- Professional and well presented with a mature attitude
- A strong commitment to providing good customer service
- Conscientious, resourceful and self-motivated
- Deadline driven
- Ability to balance competing priorities under pressure without compromising the quality of work
- Ability to maintain confidentiality at all times
- Well organised and calm under pressure

- Interest in/commitment to the higher education sector
- Ability to attend occasional out of hours events and at the weekend