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 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

This is an exciting time to join Wolfson’s new Development Director to form a department of Development Director, Deputy Development Director, Development & Alumni Relations Officer and Development & Alumni Relations Administrator. Professor Jane Clarke has just begun her seven-year term as President of the College and a recent fundraising Campaign raised over £7M in cash and future pledges. The College is looking forward to developing significant new initiatives and of primary importance is fundraising for bursaries, grants and improving student facilities.

The Development & Alumni Relations Office was set up nine years ago. This post will play an instrumental part in helping to develop alumni and supporter relations, income growth and the supporting functions of the office. The 2016 Cambridge Alumni Survey identified that alumni who feel part of the Cambridge and College community are most likely to be active volunteers and supporters through goodwill, positive word of mouth and financial contributions.

Wolfson, founded in 1965, is a friendly and diverse College that benefits enormously from around 11,500 contactable alumni. It began as a College for postgraduate students and attracts a large number of international students. It also accommodates mature undergraduates who are following less traditional routes into higher education and often come from less advantaged backgrounds [both from the UK and overseas]. Cambridge attracts the best and brightest students from around the world who come to Cambridge for the quality of its teaching, research and student experience, and the global community within which it operates. Full details of the College are available at www.wolfson.cam.ac.uk

This post is an ideal opportunities for fundraising professionals who want to build on or consolidate their experience in a university environment.
HOW TO APPLY

Please send a completed Wolfson College Application Form and Equal Opportunities Form (available online at [www.wolfson.cam.ac.uk/jobs](http://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 Friday 7 December 2018**, to:

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

TERMS AND CONDITIONS

Salary: Starting salary range: £23,558 to £30,140 per annum depending on experience

Benefits: Membership of the NOW pension scheme ([www.nowpensions.com](http://www.nowpensions.com)), with employer contributions of up to 13%;
Death-in-service benefit of two times salary;
25 days’ holiday per year, plus public holidays;
Membership of a healthcare cash plan;
Free staff lunch when the College kitchens are open;
Free parking;
Use of the College Gym and Library.
The College operates a childcare voucher scheme for staff
Cambridge University offers a subsidised staff accommodation rental scheme to University and College employees
Personal training and development programme

Hours: 37.5 hours per week. Flexible working will be considered. The standard weekly pattern for the role will generally be with a 9.00am start, Monday to Friday. There will also be the occasional need for attendance at events in the evening and at weekends and a flexible approach may be required around busy times of the year 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 and Alumni Relations Manager  
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 through its events and activities. 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 and Alumni Relations Manager and team, contribute to the 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 participates in the life of Wolfson College, its activities and fundraising initiatives.

Events  
- In collaboration with the Development Team and staff across the College, create, plan and deliver a balanced annual programme of Development Office events ensuring that activities attract and involve as many people as possible  
- This includes everything from creating guest lists and sending invitations to collating RSVPs, data management, communication materials, briefing notes and event delivery.  
- Be part of Cambridge University’s event group

Alumni, student, member and donor relations  
- Be responsible for delivering the programme of alumni privileges, benefits and services  
- Provide advice and support to alumni groups or societies in Cambridge, the UK and overseas and to Fellows who want to host events and activities for the benefit of Wolfson  
- Co-ordinate arrangements for Departmental events outside of Cambridge  
- Assist the Development and Alumni Relations Manager develop and deliver of a programme of engagement though for example volunteering, mentoring, internships, networking opportunities

Fundraising  
- Help create, plan and deliver fundraising programmes of interest to alumni – including Regular Giving, Annual Fundraising and potentially Telephone Campaigns  
- Set up donations pages on the website and send relevant and targeted communications to solicit donations. Assist with gift administration  
- Help identify alumni as prospective new donors or donors that might increase their commitment

Database and record-keeping  
- Be a main user, along with the Development and Alumni Relations Administrator, of the Department’s CRM database, Raiser’s Edge, ensuring that all records are up to date and that data protection regulations [GDPR and PECR] and best practice are adhered to  
- Be responsible for returned, unsubscribed and bounced mail/emails  
- Produce relevant reports and analytics
Communications

- Deliver regular communications to alumni including for example emails, letters, invitations and other special communications such as annual appeals using tools such as Campaign Monitor, Eventbrite and Raiser’s Edge On-Line Express
- Update relevant sections of the Development part of the website and once it comes on stream, a new Alumni Portal
- Be responsible for specific communications such as Flickr albums for events, LinkedIn, Member of the Month and other members’ news
- In collaboration with Wolfson’s Communications Officer, ensure that Wolfson’s corporate communications and the Development Office’s is complementary, that the Department’s events are promoted on Wolfson’s Facebook and Social media pages and provide timely information as required for the Annual Review and termly e-news

Budget

- Be responsible for the events budget, tailoring the programme to available resources and monitoring expenses.

3. NETWORK OF CONTACTS

- A wide range of Wolfson staff who contribute to the delivery of events and activities
- Alumni, Fellows, members of the College and University who may be volunteers, prospects, involved in groups, manage their own informal reunions and/or existing donors and friends of Wolfson
- 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 and corporate communications
- Other colleagues across the 31 colleges of Cambridge and the University’s Development Offices CUDAR and CAm

Additional requirements of the job:

- Help to ensure 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 post-holder is required to participate in relevant training courses and keep up to date with good practice. There are regular opportunities to do this through the Cambridge Universities Alumni and Development Relations and College working groups.

All staff must adopt a responsible attitude towards health and safety and comply with any procedures and training 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.

The Development Office is committed to a personalised programme of training and development for its individual team members.
5. PERSON SPECIFICATION

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<th>Qualifications and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<td>● Educated to degree level or equivalent.</td>
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<td>● Previous experience in events management or fundraising</td>
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<td>● Working in a busy office</td>
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<td>● Alumni, fundraising, communications</td>
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<td>● Experience of development or fundraising preferably in a university or school</td>
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<th>Knowledge and Skills</th>
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<tr>
<td>● Alumni, Patrons or Membership schemes</td>
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<td>Experience of working with Raiser’s Edge</td>
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<td>● Working with students and volunteers</td>
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<td>Reports, queries and data segmentation</td>
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<td>● Competence with CRM fundraising databases and MS Office suite</td>
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<td>Financial administration</td>
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<td>● Various communications such as print, social media and on-line fundraising, event and marketing tools</td>
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<td>Fundraising techniques such as annual fundraising, legacies, telephone, capital building campaigns, mid-level or major gifts</td>
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<td>● Data protection</td>
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<td>● Strong written communication and numeracy skills</td>
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<td>● A good eye for detail and ability to work with a high level of accuracy</td>
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<th>Personal Attributes</th>
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<td>● Team player, professional and well presented with a mature attitude</td>
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<td>Interest in/commitment to the higher education sector</td>
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<td>● Commitment to good customer service</td>
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<td>Ability to attend occasional out of hours events and at the weekend</td>
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<td>● Well organised, conscientious, resourceful and self-motivated</td>
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<td>● To balance competing priorities under pressure without compromising the quality of work</td>
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<td>● To maintain confidentiality at all times</td>
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<td>● Strong communication and interpersonal skills, able to liaise with people at all levels and of all ages and backgrounds, with an understanding of social etiquette and cultural sensitivity</td>
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