

Job Description



Summary

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| Job title | Donor Relations Executive |
| Division | University Administration and Services |
| Department | Development Office |
| Location | University Offices, Wellington Square, Oxford OX1 2JD - but you may be able to agree to a pattern of regular remote working with the Head of Donor Relations, with a minimum of two days in the Development Office. |
| Grade and salary | Grade 7: £36,024 - £44,263 per annum with possible extension to £48,350 |
| Hours | Full time (37.5 hours) |
| Contract type | Permanent |
| Reporting to | Head of Donor Relations |
| Vacancy reference | 170109 |
| Additional information | Applications are welcome and encouraged from all sectors of the community and are especially keen to encourage candidates from under-represented groups to apply. The Development Office is committed to equality and values diversity. |

Development Office

The role of the University's Development Office is to help secure philanthropic support for the University. The Development Office works in partnership with academic and development colleagues throughout the collegiate University to build enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and to increase financial support for agreed academic priorities.

The Development Office is led by Liesl Elder, Chief Development Officer. The Development Office is part of the central administrative departments of the University, collectively known as University Administration and Services (UAS) and works closely with the offices responsible for Alumni Relations, International Strategy, Public Affairs and Finance.

In 2019, the University and the colleges completed the *Oxford Thinking Campaign*, which raised £3.34bn, and is the most successful fundraising campaign in higher education in Europe. The University is currently planning its next major campaign, and as a member of the Development Office, the post holder will have a key role to play in helping realise its successful delivery.

In addition to fundraising staff, the Development Office has a number of teams that cover particular support functions. These include the Donor Relations team (which ensures that donors are thanked and the University's



relationships with them are appropriately stewarded); the Events team (which arranges high-level and bespoke events for donors and potential donors); the Research Team (which gathers information on potential and existing donors); the Development and Alumni Relations System (DARS) Support Centre (which supports the Development and Alumni Relations database); and the Communications team (which ensures that major and principal donors are made aware of the University's strategic fundraising priorities through tailored communications, including bespoke proposals and project information). It also works closely with the Gift Registry, part of the Finance Division, which records and processes donations received by the University and on behalf of colleges. There are also three overseas offices covering North America and Asia whose remit includes development; these offices are located in New York, Hong Kong and Tokyo.

For further information please visit: www.development.ox.ac.uk

The Development Office is committed to equality and values diversity. The Division holds a silver Athena Swan award to recognise the advancement of gender equality: representation, progression and success for all.

The role

The Donor Relations Executive is a pivotal position in the Donor Relations team (6 posts). The post holder is responsible for developing and implementing donor recognition and stewardship initiatives that enhance the experience of major donors and prospects supporting the University. They will develop and manage the Vice-Chancellor's Circle and Vice-Chancellor's Guild recognition societies, undertake personal visits with major donors, and coordinate personalised strategic stewardship activities for major donors. This will include working closely with colleagues to prepare and implement tailored stewardship plans. The post holder will help to ensure that major donors are thanked and recognised in a tailored, timely and meaningful way and inspired to give again.

The post holder will be a pro-active individual with strong team-player skills capable of working independently and taking a high degree of initiative and responsibility. The post holder will have outstanding strategic planning and project management skills, including the ability to deliver complex projects to a high standard. The post holder will also have excellent communication and interpersonal skills, including high levels of tact and diplomacy. They will thrive in a complex and fast-moving professional environment that is committed to excellence and will understand the importance of donor care and excellent hospitality.

Key relationships: Internal: members of the Development Office and Gift Registry including the Donor Relations, Development Events, Marketing and Insights, DARS, and Communications teams, plus senior fundraisers; Public Affairs Directorate and Alumni Office; members of the Development community across the collegiate University based in the UK and overseas; senior officers and senior administrative staff in the University as appropriate.

External: UK and overseas major donors and prospects, key volunteers, and alumni (individuals, Trusts and Foundations, companies, and other institutions).

Purpose: The Donor Relations Executive will be responsible for the duties outlined below.

The post holder will be able to use the support services provided (accounting, database, communications, stewardship, and research). The post holder will be based in central Oxford, but they may be able to agree to a pattern of regular remote working with their line manager.

The line manager will regularly review progress. There may be opportunities for career development within the University Development structure. The office seeks to support and encourage staff to help them reach their potential, providing access to appropriate courses and training whenever possible, as well as a comprehensive induction process.

The work of the Development Office covers a wide range of activities and priorities which will inevitably change from day to day. All staff operate as a team, and, while each has their own responsibilities, they are expected to assist each other in peak periods. The post holder will need to become conversant with the University as a whole and especially with the numerous academic staff and volunteers.

Development Office values

The following points lay down the foundations of the working ethos, culture, and values of the Development Office. Aspirational and celebratory in turn, they provide a central framework for individual members of staff and teams, encouraging personal and professional growth.

- We value each other – We respect the professional expertise of our colleagues. An approachable, friendly, and kind office, we work in an environment where transparency of action and clarity of intent create openness and trust.
- We work collaboratively – Whether within our own teams, across UODO, the collegiate University, or beyond, working collaboratively is second nature to us, and enables us to navigate complicated landscapes successfully.
- We go beyond – We prize working with a high degree of autonomy and trust and deliver a wide range of projects to the very highest standards. We are committed to personal, professional development.
- We are part of something bigger – Our work supports the strategic priorities of the University of Oxford. We take pride in the contribution we – individually and collectively – make to the University.

Responsibilities

The duties of the post are set out as they are envisaged at present, but it will be important for the person appointed to be adaptable, and able to contribute to the development of the fundraising function of the collegiate University.

The main duties of this post will be as follows:

Donor Relations

- To develop and implement new strategic donor recognition and stewardship initiatives that enhance the experience of major donors and prospects supporting the University and deepen relationships with these key supporters.
- To work with the Donor Relations team to identify and implement strategies to ensure that the University's most generous donors are appropriately thanked and recognised.
- To develop and manage both the Vice-Chancellor's Circle and Vice-Chancellor's Guild recognition societies for donors giving between £250,000 and £5 million to the University and its constituent colleges. This will include identifying new offerings and benefits as part of the strategic development of the donor relations programme.
- To liaise with major donors and their representatives regarding their membership of the University's donor recognition societies.
- To create tailored stewardship plans and coordinate the personalised strategic stewardship of major donors with the aim of delivering specific outcomes. In doing so, forge effective and collaborative relationships with the major gift fundraising teams regarding the recognition and bespoke stewardship of major donors and prospects.
- To undertake personal visits and meetings with major donors, with support from the Head of Donor Relations and senior fundraisers (relationship managers).
- To ensure there is regular and meaningful interaction between the leadership of the University of Oxford and major donors and prospects.
- To utilise effective tools to monitor stewardship activities. This will include the use of the Microsoft Office toolset as well as the full use of the CRM database (DARS).

- To collaborate with the Development Events team to create meaningful stewardship events to engage and thank groups of donors and individual donors.
- To collaborate with the Donor Relations Coordinator regarding the membership administration of the Vice-Chancellor's Circle and the Vice-Chancellor's Guild recognition societies and other tasks in support of the activity of the Donor Relations team.
- To collaborate with the Stewardship Communications Officer and external designers regarding the creation of strategic membership communications.
- To promote the donor recognition societies and excellent stewardship to both internal and external constituencies. In doing so, deliver relevant training and best practice regarding Donor Relations to colleagues and professionals working in Higher Education.

General

- To develop and maintain a good understanding of the University's major donor membership base.
- To forge effective and collaborative relationships with senior staff and colleagues across all constituent parts of the University, including Colleges, Departments, Libraries, the Public Affairs Directorate and the Alumni Relations Office.
- To liaise and work closely with senior volunteers, major donors, and prospects as and when required, and to represent the University externally at high-profile events and meetings. This may include the need for travel within the UK and internationally.
- To ensure work is carried out in compliance with the General Data Protection Act, other relevant laws, and best practices.
- To carry out such duties as the Head of Donor Relations might require, commensurate with the level of this position.

Selection criteria

To be assessed by application/cv

Essential selection criteria

Experience and knowledge

- An excellent general level of education.
- Proven experience of customer, preferably donor care, marketing, or communications experience.
- Thorough understanding of how service excellence impacts and fits with the overall strategy of an organisation.
- Clear understanding of the importance of stewardship and the role it plays in major gift fundraising.
- Knowledge of customer relationship management (CRM) databases.

Skills and abilities

- Excellent strategic planning skills, including the ability to deliver new stewardship initiatives that meet agreed objectives.
- Outstanding organisational skills with the ability to multi-task and to prioritise workload.
- Excellent attention to detail.
- Outstanding communication skills (both oral and written).

Desirable selection criteria

Experience and knowledge

- Experience of working in a complex environment with an international reputation.
- Experience of working in a fundraising environment.

To be assessed by interview/exercise

Essential selection criteria

Experience and knowledge

- Proven experience of customer, preferably donor care, marketing, or communications experience.
- Thorough understanding of how service excellence impacts and fits with the overall strategy of an organisation.
- Clear understanding of the importance of stewardship and the role it plays in major gift fundraising.
- Knowledge of customer relationship management (CRM) databases.

Skills and abilities

- Excellent strategic planning skills, including the ability to deliver new stewardship initiatives that meet agreed objectives.
- Outstanding organisational skills with the ability to multi-task and to prioritise workload.
- Ability to work with senior professionals and academic colleagues in a collaborative and supportive manner and able to forge effective relationships with senior colleagues, major donors, prospects, and volunteers.
- Excellent communication skills, both oral and written, including impeccable attention to detail.
- Excellent presentation skills.

Attitudes

- Flexible and agile.
- Pro-active and self-motivated.
- Willingness to embrace new ideas and innovative approaches.
- Excellent team working skills.
- Excellent problem-solving skills.
- Sound and cool judgement under pressure.
- Prepared to work out of regular hours and travel if required.

Desirable selection criteria

- Interest in higher education and in particular an understanding of the University of Oxford and its research and teaching goals.
- Experience of working in a complex environment with an international reputation.
- Experience of working in a fundraising environment.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Lone Working
- Regular manual handling

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a letter of application. The cover letter must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly at recruitment@devoff.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.