

Job Description



Summary

Job title	CRM Service Desk Analyst (known internally as DARS Service Desk Officer)
Division	University Administration & Services
Department	Development Office
Location	University Offices, Wellington Square, Oxford OX1 2JD, but you may be able to agree a pattern of regular remote working with your line manager.
Grade and salary	Grade 5: £28,795 - £33,966 per annum with possible extension to £37,099
Hours	Full time (36 hours)
Contract type	Permanent
Reporting to	DARS User Engagement Team Lead
Vacancy reference	170533
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, who reports to the Pro-Vice-Chancellor for Development and External Affairs. 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 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 advancement of gender equality: representation, progression and success for all.

The role

Key relationships: DARS Support Centre; DARS participants; other members of IT Services

Purpose: The Service Desk Officer provides users with a first line of support, acknowledging and responding to queries received by phone, email and other means. They provide users with assistance, supplying solutions to queries where possible, or referring on their problem to other sections of the support team where necessary. The Service Desk Officer records details of all queries taken in a call management system, actively pursuing and follow up queries on behalf of users and seeking to identify common trends in incidents reported, to establish common issues which can be addressed via training or better documentation for example. The Service Desk works as part of the broader DARS Team to ensure that users receive the best service possible in all aspects of their use of the system.

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.

The Development Office culture is professional, collaborative and service-oriented, and values transparency, versatility, trustworthiness, tenacity, energy, drive and the ability to act as an ambassador for the office and for the collegiate University.

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.

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 Service Desk Officer will be required:

1. To be familiar with DARS (Development and Alumni Relations System) from an End User perspective, the University's processes and procedures, and thereafter keep up-to-date with system developments

and changes, by attending training courses, reading documentation and liaising with relevant University departments.

2. To act as the first point of contact for users and other members of University staff seeking assistance from the Service Desk, usually by telephone or email. When difficulties occur and the Service Desk Officer is requested to help, they must be able to ascertain precisely how the user reached the point of difficulty and then seek to rectify the problem themselves using developed or documented knowledge and logical problem solving. Where this is not possible, they should identify the type of problem, decide relevant action and refer queries to second line support.
3. In accordance with incident management procedures, to use the call-logging processes, recording details of all calls received in the University's call management system (currently OSM), and utilise responses to develop an effective knowledge base for use within the team. When requested, raise change requests based on incidents and pass to the appropriate team for implementation.
4. To obtain a full and thorough working knowledge of the details and obligations of the Service Level Agreements (SLAs) and then apply them to each and every user call, negotiating and agreeing priority levels and response times appropriately. Assess instances of critical business requirement where standard SLAs do not meet the user's need, take the lead in proposing a satisfactory solution, and liaising with parties involved to deliver it.
5. To be responsible for follow-up, and ensure queries are answered within the appropriate SLA time (or Operational Level Agreement [OLA] in the case of support teams), following defined escalation routes as necessary.
6. To monitor reported incidents/changes, work with team members to identify trends and common problems, work with the appropriate departments to eliminate them or develop a standard solution and ensure that open incidents are progressed to closure.
7. To present and actively promote a professional service at all times when liaising with users contacting the Service Desk, ensuring that in line with industry best practice, the highest standards of customer service are employed, and users' expectations are managed appropriately. To make recommendations on first line support processes to ensure ongoing improvement and work with others across the University to provide the best service possible.
8. To work with information in accordance with the principles of the Data Protection Act 1998.
9. As required to alert users via the web, email and other appropriate means to system problems, major developments and other changes, fully and diplomatically.
10. To assist the DARS team leads in their work to monitor and improve on performance, and produce/assess Service Desk reports and statistics
11. Assist in the production of training and support documentation.
12. To undertake other reasonable duties as requested by line management.

Selection criteria

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.

Candidates will be judged on the basis of the following criteria and should ensure that their application shows how they meet the criteria. The successful candidate will have previous relevant experience and/or an appropriate vocational or educational qualification, which enables them to demonstrate the following attributes.

Essential selection criteria

1. Excellent communication skills, both written and oral.
2. Possess a logical approach to problem solving, and the ability to think around issues and look at the wider picture in order to provide solutions.
3. The ability to learn new software programs and system/business processes quickly and accurately.
4. The ability to articulate complex technical ideas and solutions into language non-experts can understand.
5. Good general standard of education. Numerate, with a willingness to learn and able to acquire new skills quickly.
6. Excellent administrative and organisational skills, with the ability to prioritise according to business and user requirements.
7. Outstanding IT skills, including extensive recent use of Word, Excel and email.
8. An understanding of the requirements of customer-orientated roles, evidenced by at least one year's experience in a customer-facing role in a complex organisation. In possession of a personable and diplomatic approach when dealing with people face-to-face, over the telephone and in written form.
9. An ability to understand and deal with the business processes of a large and complex organisation
10. A willingness to work as part of a team, and an approachable and helpful attitude.
11. Thoroughness, attention to detail and accuracy.
12. An ability to exercise discretion and handle confidential information within the confines of the Data Protection Act 2018.

Desirable selection criteria

1. Experience of working first or second line support environment.
2. Knowledge and understanding of industry best practice service methodologies (such as the ITIL framework) would be an advantage, as would an appreciation of service definition, service level management, performance measurement and benchmarking activities.
3. Ideally the successful candidate will have some experience of development and alumni relations activities in the higher education sector.
4. Experience using Customer Relationship Management (CRM) software systems.
5. Experience using call handling and incident logging technologies

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

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 to:

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.