

## Job Description



### Summary

<b>Job title</b>	Development Coordinator – Humanities
<b>Division</b>	University Administration and Services
<b>Department</b>	Development and Alumni Engagement
<b>Location</b>	Radcliffe Humanities Building, and University Offices, Oxford – hybrid working may be an option
<b>Grade and salary</b>	Grade 5: £28,759 - £33,966 per annum with possible extension to £37,099 - with an Oxford University Weighting of £1,500 per year (pro rata).
<b>Hours</b>	Full time (36.5 hours per week)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Head of Development – Humanities
<b>Vacancy reference</b>	175382
<b>Additional information</b>	<p>Applications are welcome and encouraged from all sectors of the community and are especially keen to encourage candidates from under-represented groups to apply. Development and Alumni Engagement is committed to equality, and values diversity.</p> <p>We support a range of flexible working arrangements, including when and where you work. The responsibilities of this post mean that you will need to work on-site regularly. We would be happy to discuss this with you at any point in the application process.</p>

### Development and Alumni Engagement (DAE)

DAE is led by Liesl Elder who, as Chief Development and Alumni Engagement Officer at the University of Oxford, reports directly to the Vice-Chancellor. DAE's mission is to help secure philanthropic support for the University, and build an engaged, informed and active alumni community. Through working in partnership with academic, development, and alumni colleagues throughout the collegiate University, DAE builds enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and increases financial support for agreed academic priorities.

The office is one of the central administrative departments of the University, collectively known as University Administration and Services. Due to the nature of its work, DAE collaborates closely with a number of other units and teams, particularly Public Affairs, Finance, Research and Legal.

In 2019, the University and the colleges completed the *Oxford Thinking Campaign*, which raised £3.34bn, and is the most successful higher education fundraising campaign in Europe. The University is currently planning its next



major campaign and, as a member of DAE, the post holder will have a key role to play in helping realise its successful delivery.

In addition to front-line fundraising and alumni engagement staff, DAE has a number of teams that cover particular support functions. These include:

- Donor Relations
- Events
- Research
- International Engagement
- Development and Alumni Relations Systems (DARS) (which supports the Development and Alumni Relations database)
- Communications
- Marketing and Insights

It also works closely with Gift Registry, part of the Finance Division, which records and processes donations received by the University and on behalf of colleges. In addition, there are four overseas offices whose remit includes development and alumni engagement; these offices are located in North America, Japan, Hong Kong, and Switzerland.

For further information please visit: [Development Office \(ox.ac.uk\)](https://development.ox.ac.uk) and [HOME | Oxford Alumni](https://home.ox.ac.uk/alumni)

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

## The role

This is an outstanding opportunity for an organised and skilled administrator to join the Humanities development team at the University of Oxford. This is an important 'lynchpin' role within a busy team. The post holder will have the opportunity to work across a range of projects and objectives to support the delivery of ambitious development plans to support academic work and student scholarship.

**Purpose:** To provide administrative and logistical support for the Humanities Development (fundraising) team

**Key relationships:** To meet the objectives outlined below and other key strategic priorities as identified by the University. Administrative staff of academic departments and the Humanities Division; Academic staff of academic departments; Members of the Development, Alumni Relations, and Public Affairs teams; Development, Alumni and External Relations staff in academic departments and in particular in the Humanities.

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 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 office structure. DAE 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.

DAE's work 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.

The Development Coordinator will work in the Humanities fundraising team, reporting to the Head of Development – Humanities.

The Development Team works with senior academics and donors to fundraise for divisional priorities, spending much of their time out of the office initiating and maintaining important internal and external relationships. The Development Coordinator is a key member of the team providing the necessary administrative and logistical support to the Head of Development and assisting the team to undertake their professional duties effectively. This will include diary management, prospect research, database updates, drafting of correspondence, drafting of bespoke and specialist reports for donors, progressing gift agreements and payments, event management, financial pipeline reporting and general administrative duties.

The post holder may also be called upon to support other fundraisers when their Development Coordinator is on leave. The Development Coordinator is expected to be self-motivated and capable of working on their own initiative. Attention to detail and accuracy is essential.

### **Development and Alumni Engagement values**

The following points lay down the foundations of DAE's working ethos, culture and values. 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 DAE, 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 versatile and adaptable, and able to contribute to the development of the fundraising and alumni engagement functions of the collegiate University.

The main duties of this post will be as follows:

#### **General administrative**

- Support the fundraising team with their work.
- Manage travel arrangements, domestically and internationally, and to schedule appointments for the Head of Development – Humanities and Deputy Head of Development and prepare appropriate papers to support meetings.
- Produce documents using word processing and spreadsheets; to assist with mailings, correspondence, and note taking of meetings and to ensure that this information is appropriately entered in the fundraising database, DARS, and/or the relevant Divisional SharePoint. Training will be given on DARS and the use of the SharePoint, and the Development Coordinator will be expected to carry out entries and enquiries on the fundraising database.

- Keep filing and other administrative procedures for the Head of Development up-to-date.
- Manage incoming routine correspondence and telephone calls and to ensure that important correspondence and messages are relayed to the appropriate member of the fundraising team.
- Provide assistance when necessary to the Operations Officer. This support will be provided on a rota system. Adaptability and teamwork are essential in this area and from time to time these duties may become top priority, e.g. to ensure reception and telephones are covered.
- In consultation with the Head of Development – Humanities, have primary and/or day-to-day responsibility for occasional Humanities development events including forward planning, liaising with Events team and the Division, organisation and delivery.

#### **DARS database – Customer Relationship Management (CRM) system**

- Support the Humanities Division fundraising team in their use of DARS (the post holder may be invited to become a DARS ‘super user’). Intensive DARS training will be provided in the beginning of the post holder’s tenure and ongoing training/support will be available.
- Extract and produce monthly financial pipeline reports from the DARS database as well as for specific fundraising campaigns as needed. This requires an in-depth knowledge of the querying function on DARS.
- Liaise with relevant departmental fundraisers and administrators across the Humanities Division as needed to provide DARS support and general advice and guidance about the procedures and policies of Development and Alumni Engagement.
- Support the Head of Development – Humanities in ensuring their donor interactions, correspondence, financial documents, meeting notes and other salient information is appropriately entered in DARS and/or the relevant Divisional network drive.

#### **Financial and legal process**

- Lead on financial administration for gifts from Humanities Division donors and have in-depth knowledge about the relevant processes.
- Work with Gift Registry to support and improve financial processes.
- Ensure all financial administration is completed in a timely manner and entered accurately on DARS. Liaise with DARS Support Centre and/or Gift Registry to produce financial reports, track pledges, and issue instalment requests as and when necessary.
- Manage the Gift Agreement process for all Humanities Division gifts.
- Liaise with finance staff in Gift Registry, academic departments and the Humanities Division so that donations are designated appropriately and efficiently.

#### **Relationships**

- Assist the development team in their interactions with influential people who support divisional fundraising activity, e.g. volunteers, prospective and existing donors.
- When required, respond to queries in a timely, diplomatic and efficient manner to maintain the smooth running of team operations (mindful of the complexity of internal and external relationships).
- Build and maintain excellent working relationships within Development and Alumni Engagement and across the collegiate University. Support the Humanities fundraising team in its interactions with College fundraisers, divisional fundraisers and other development staff. Promote the sharing of information, in line with agreed principles and protocols.

## **Research and Communications**

- Provide basic research support for the fundraisers, in consultation with the Head of Development and the Research Team. Assist in production of accurate and timely briefings in advance of prospect/donor meetings and events.
- Assist with the production and mailing of donor communications, literature and legacy publications.
- Assist with the implementation of the development communications strategy (including mailings, electronic communications and website-updating).

## **Donor Cultivation and Stewardship**

- Ensure the timely submission of bespoke stewardship reports to major donors: including the collation of all relevant material, from numerous University stakeholders including key senior academics; liaison with the Proposals Team; and liaison with the Head of Development and stakeholders to ensure sign off.
- Manage the Donor Reporting schedule for the team: to ensure all donor reports are sent out on time including supporting the Head of Development in the preparation of such material: including research; drafting; collation of financial information; collation of images; liaison with Proposals team; liaising with key academics, proof-reading and editing.
- Thanking donors: run the weekly thanking query and ensure donors are acknowledged for their donations and that, where relevant, personalised thank you letters are drafted and sent out either from the Head of Development – Humanities (or others as appropriate).
- To horizon scan university lectures and events and maintain a rolling list of appropriate events for donor cultivation.

## **Other duties**

- You will carry out any other duties which are requested by the line manager and are commensurate with the grade of this post.

## Selection criteria

### Essential selection criteria

#### To be assessed by application/cv

##### *Experience and knowledge*

- A good general level of education
- An interest in fundraising or alumni relations
- An interest in higher education and in particular an understanding of the University of Oxford, and its goals in teaching and research
- Experience of working in a busy office environment in an administrative role.

##### *Skills and abilities*

- Confident use of the Microsoft™ Office toolset and the Internet, and broad competence in a range of software applications including email, web browsers etc.
- Ability to produce written work of a high standard and proof read their own work.
- Accuracy and demonstrable attention to detail
- Excellent communication skills, both oral and written, including a good command of the English language and a flair for producing written correspondence

- Demonstrable ability of working effectively with others, co-operating with colleagues and helping the team to achieve its goals demonstrating outstanding interpersonal skills
- Excellent organisational skills; the ability to organise own workload in an efficient and effective manner and the ability to prioritise work as appropriate in the light of varying deadlines

#### To be assessed by interview/exercise

##### *Experience and knowledge*

- Excellent communication skills, both oral and written, including a good command of the English language and a flair for producing written correspondence.
- An organised approach to tasks and evidence of a meticulous attention to detail

##### *Attitudes*

- Considerable tact and discretion is required in dealing with highly confidential information and initiative in handling the day-to-day operations of the office.
- An adaptable attitude and the ability to work well within a team
- Enthusiasm and a positive attitude to day to day work showing willingness to learn new skills as appropriate.

##### *Desirable selection criteria*

- Experience of working within a fundraising, alumni relations or marketing environment.
- Ability to use a Customer Relationship Management (CRM) database, and of managing data entry and extraction.

## 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 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](http://www.ox.ac.uk/about/organisation).

We encourage applicants from all sectors of the community and are keen to encourage candidates from under-represented groups to apply. 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. For more information about equality-related networks for staff and students, please visit <https://edu.admin.ox.ac.uk/networks#/>

## 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 submit 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 submit 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.

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## 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).

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## 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](mailto:recruitment@devoff.ox.ac.uk)

To return to the online application at any stage, please go to: <https://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 70<sup>th</sup> 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](http://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](http://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](mailto: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](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](https://www.facebook.com/oxrss).