



# Alumni and Development Coordinator

Park End Street, Oxford and Egrove Park, Kennington

Grade 5: £31,459 - £36,616 per annum including the Oxford University Weighting of £1,500 per annum

Permanent, full time

Saïd Business School, University of Oxford





## The role

Saïd Business School is home to one of the largest, most diverse and successful fundraising teams in Oxford outside of the Central University. The School has secured over £100m in philanthropic income in the last six years alone from major trusts and foundations, multinational corporations, alumni, and other HNWIs and UHNWI's who share our core values and missions as a global business school rooted in the ancient traditions and global excellence of Oxford University.

With the arrival of Professor Soumitra Dutta as the Schools' new Dean, and new a Chief Operating Officer, Manos Kapterian, an ambitious new School five-year plan has recently been agreed and Oxford Saïd is entering an exciting new phase in its evolution. Securing increased levels of philanthropic income and deep levels of alumni engagement will be a critical element in the successful delivery of the new strategy. In 2022, the School also welcomed Kate Foley as Director of Development and Alumni Relations, who together with an expanded Development and Alumni team and support from across the School will lead the School's efforts and delivery in this area.

The Alumni and Development Coordinator is responsible for providing administrative and logistical support for the Alumni and Development team and assisting the team to undertake their professional duties effectively. The post holder will report to the Prospect Research Manager in the Operations sub team of the recently expanded Development and Alumni team. Although based in the Operations sub-team, they will work across the team, providing support to different individual team members and to specific teams to ensure the successful execution of the Alumni and Development strategy.

## Responsibilities

### Communications

- Responsible for the management of the alumni and development inboxes (approximately 250 enquiries per week), responding in a timely and professional manner
- Provide professional point of contact between the School and the alumni and donor community by phone, email and in person
- Contributing to online platforms (e.g. LinkedIn) including the verification of new members onto the closed group and sharing relevant content
- Act as key communication support during special projects, i.e. data collection for rankings

### Database

- Using best practice to record inbox interaction with alumni on DARS database
- Ensure and maintain accurate records for all alumni and donors in accordance with GDPR
- Regularly updating DARS with alumni and donor contact and employment details, and mail preferences
- Inputting alumni event attendance and interactions on DARS
- Inputting and correcting backlog data on DARS

### Events

- Supporting and working closely with the Alumni and Development team on the delivery of alumni, alumni, donor and student events in the UK and overseas
- Provide main point of contact for event-related queries such as registration/payments/refunds



- Support the management of event platforms (Cvent), including producing reports, processing transactions and registrations
- Responsible for producing name badges and miscellaneous collateral for alumni and donor events
- Support in compiling and printing guest lists, seating plans, briefing notes and research notes on event attendees
- Manage stock of events stationery (badges, place cards, lanyards)
- Attend and contribute to the running of events as required

### Finance

- Responsible for the team's finance administration e.g. raising POs, credit card reconciliation, expense forms and payment queries from suppliers
- Facilitating cash advance and reimbursements
- Generate and send invoices and requests for payments to donors in a timely and efficient manner, adhering to pipeline trackers, and track them until the point of receipt
- Liaise, as appropriate, with finance staff in academic departments and the divisions to ensure donations are allocated appropriately and efficiently

### General

- Organise team's travel arrangements, e.g. booking flights, accommodation, arranging visas and travel insurance and expenses
- Support individual team members on special projects
- Taking minutes from team and group meetings ensuring an accurate record of meeting notes are distributed

- Foster a positive understanding of the benefits and importance of alumni relations and philanthropy amongst Oxford's stakeholders
- Carry out such other functions as from time to time the team might require, commensurate with the level of this position

## Selection criteria

### Essential selection criteria

- Previous administrative experience, working in a busy, demanding role
- Excellent customer service skills and a professional manner
- Excellent CRM experience
- Excellent IT skills, including the use of Microsoft Word and Excel
- Excellent communication skills, both verbal and written
- A good standard of numeracy
- Familiarity with social media platforms
- The ability to organise and prioritise own work, meet deadlines and use good judgement and problem-solving initiative when the situation demands
- The ability to work accurately with attention to detail
- Problem-solving
- Flexible approach to work and an ability to work supportively in a team environment
- Discretion and confidentiality
- Ability and willingness to work outside regular business hours on occasions



## Desirable selection criteria

- Experience working with international stakeholders
- Previous experience in Higher Education or similar business environment
- Experience of working in an alumni relations environment or similar
- Working knowledge of DARS

## 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>.





## 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).

## Saïd Business School

Saïd Business School blends the best of new and old. We are a vibrant and innovative business school, but yet deeply embedded in an 800 year old world-class university. We create programmes and ideas that have global impact. We educate people for successful business careers, and as a community seek to tackle world-scale problems.

We deliver cutting-edge programmes, including the highly regarded MBA, Executive MBA, a number of specialist MScs, a portfolio of custom

and open programmes and accredited diplomas for executives, and we undertake ground-breaking research that transform individuals, organisations, business practice and society. We are an international and outward looking School with our programme participants coming from more than 50 countries.

We seek to be a world-class business school community, embedded in a world-class University, tackling world-scale problems.

## Sustainability

Saïd Business School is committed to the highest standards of environmental sustainability, preserving the planet for future generations and acting in a socially sustainable manner. As an employee you are expected to uphold these commitments in accordance with our Environmental Policy. You can learn more about our organisation's sustainability efforts at:

<https://www.sbs.ox.ac.uk/about-us/school/sustainability>.

## Diversity and Inclusion

Oxford Saïd is committed to fostering an inclusive culture which promotes equality, values diversity and maintains a working, learning and social environment in which the rights and dignity of all its staff and students are respected. We recognise that the broad range of experiences that a diverse staff and student body brings strengthens our research and enhances our teaching, and that in order for Oxford to remain a world-leading institution we must continue to provide a diverse, inclusive, fair and open environment that allows everyone to grow and flourish.

Oxford Saïd holds a bronze Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.



## Our Values

To better understand our Values, what behaviours demonstrate them and how they are involved in your everyday work we have created the below descriptors.

### Transformational

We challenge constructively, provoke thought, and influence and inspire others to develop.

### Respectful

We are caring, supportive, appreciative, embrace difference and value each other's opinions.

### Entrepreneurial

We embrace and encourage change and innovation. We are creative, flexible and brave.

### Collaborative

We are stronger together. We are inclusive, approachable, listen to others and value good communication.

### Purposeful

We are a community who believe in sustainable growth, and are responsible, principled and transparent.

### Excellence

We are professional, focused and aligned, and have a responsibility to do the very best we can.

## Wellbeing

Saïd Business School acknowledge the importance of wellbeing, in enabling people to thrive at work and ensure a work-life balance. It provides a number of initiatives to help support wellbeing and would encourage you to participate. At an individual level, wellbeing means recognising what helps us remain resilient and taking appropriate steps. If we experience difficulties, doing our best to rectify them and making our line manager aware of aspects that they could support us with.

Further information about Saïd Business School is available at [www.sbs.oxford.edu](http://www.sbs.oxford.edu).

## Social Sciences

Oxford Saïd is a department within the Social Sciences Division, one of four academic Divisions in the University, each with considerable devolved budgetary and financial authority; and responsibility for providing a broad strategic focus across its constituent disciplines.

The Social Sciences Division represents the largest grouping of social sciences in the UK: home to a number of outstanding departments and to the internationally ranked Law Faculty; all are committed to research to develop a greater understanding of all aspects of society, from the impact of political, legal and economic systems on social and economic welfare to human rights and security. That research is disseminated through innovative graduate programmes and enhances undergraduate courses. For more information please visit <https://www.socsci.ox.ac.uk>.





## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply 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 supporting statement. The supporting statement 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.

## If you need help

Help and support is available from <https://staff.web.ox.ac.uk/recruitment-support-faqs>. If you require any further assistance please email [HR.Recruitment@sbs.ox.ac.uk](mailto:HR.Recruitment@sbs.ox.ac.uk). To return to the online application at any stage, please go to [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our e-recruitment system 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, 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.





## Oxford Saïd Exclusive Benefits

### Wellbeing initiatives

Oxford Saïd runs an annual Wellbeing Day for all staff. In addition to this, there is yoga, healthy food deliveries, health MOTs and a range of other ad hoc programmes. Our excellent catering facilities provide a high standard of food, including healthy eating and vegetarian options at a subsidised cost.

### Staff Summer and Christmas parties

Oxford Saïd like to reward all of their staff for their great work and their Christmas and Summer parties are our way of saying thank you. The Christmas party is for all staff and the summer party is for staff and their immediate family members, because we know how important family is to all of us.

### Employee Assistance provider

Validium is an employee assistance and wellbeing consultancy that works in partnership with the Business School to provide staff and their immediate family with a free 24-hour per day helpline providing confidential information and counselling services on personal issues.

## University of Oxford Benefits

### Annual leave

38 days (inc. public holidays). Long service additional annual leave – up to 5 days per annum, pro rata for part time employees. Previous service within higher education sector can be recognised. An additional scheme enables staff to request to purchase up to 10 additional days in each holiday year.

### Salary and salary sacrifice schemes

The University salary and grading structure allows for annual incremental progression until a scale-bar point is reached. This incremental progression is automatic. Additionally, there are salary sacrifice schemes for bicycles and electric cars. See <https://hr.admin.ox.ac.uk/staff-benefits>.

## Pension

If you are on an academic or academic related pay scale (grade 6 or above), you are automatically a member of USS. Employer contribution is 14.5% and Employee contribution is 6.1%.

If you are on a pay scale other than academic or academic related (grade 1-5) you are automatically a member of OSPS. Employee contribution can be between 4%- 8% and Employer contribution 6%-10%.

## University discounts

All University staff can purchase a NUS Extra discount card for £12 for 12 months (£22 for 2 years, £32 for 3 years) which gives access to numerous exclusive offers and discounts from many popular retailers. There are a wide range of other discounts from external companies available using a university card.

## University Club

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/>.

## Access to Oxford buildings

Free access to a number of Oxford colleges, Botanic Gardens, Harcourt Arboretum, Wytham Woods and discount at numerous restaurants/shops.





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All information is correct at the time of going to press.

Please check our website for the most up-to-date information.

Saïd Business School, University of Oxford