

Job Description



Summary

Job title	Development Coordinator – Student Support, Sport and Continuing Education
Division	University Administration and Services
Department	Development and Alumni Engagement
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: £29,659 - £34,866 per annum with possible extension to £37,999 – plus an Oxford University weighting of £1,500 per year (pro rata).
Hours	Full time (36.5 hours)
Contract type	Permanent
Reporting to	Deputy Head of Development – Student Support
Vacancy reference	176302
Additional information	<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 Europe.

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

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

Key relationships: Members of the Student Support team; other members of Development and Alumni Engagement; Student Fees and Funding team; Gift Registry; Director of Development (Pan-University); Undergraduate Admissions & Outreach; Careers Service; Events Office; Student Data Management and Analysis; Public Affairs Directorate; members of the Alumni Relations and Public Affairs teams; members of College Development Offices; other academic and administrative staff as appropriate

Purpose: To meet the objectives outlined below and other key strategic priorities as identified by the University.

The Development Coordinator will support fundraisers in the Development Office and report to the Deputy Head of Development – Student Support. Major Gift fundraising teams, of which this is one, fundraise for the University's priority projects, spending most of their time out of the office initiating and maintaining important internal and external relationships. The Development Coordinator will provide the necessary administrative support for fundraisers, assisting them to undertake their professional duties effectively.

The post holder may be called upon to support other teams' fundraisers when their Development Coordinator is on leave. The post holder will also need to become aware of the duties of the Operations Officer and be in a position to cover that area as required when it is short-staffed. The Development Coordinator is expected to be self-motivated and capable of working on their own initiative.

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.

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:

- To provide administrative support to the Head of Development and Deputy Head of Development for Student Support and the wider fundraising team with aspects of their work.

THANKING

- To ensure all donations to student support are thanked in a timely manner – at least daily when in appeal mode but otherwise at least twice a week, liaising with gift registry and specific fundraisers in the team.

LEGAL PROCESSES

- To support the Gift Agreement process for all Student Support gifts. This requires knowledge of the University legal process and is primarily an administrative task.

FINANCIAL PROCESSES

- To lead on the administration of the financial matters regarding gifts from Student Support donors and have an in-depth, specialist knowledge about the relevant processes.
- To work with Gift Registry to improve financial processes.

PROJECTS

Discussion documents

- To undertake research and write compelling discussion documents for potential donors on outreach, undergraduate support, Sport and postgraduate support. These require initiative to make considered

judgements when collating data, deciding what information to use and how to present it, and what tone the document should take.

Short-term projects

- To manage short-term projects. These include researching, analysing and presenting information to donors, the Student Support team and other teams within Development and Alumni Engagement.

STEWARDSHIP

Events

- To organise scholars' events for major donors each calendar year, using initiative to make considered judgements in the planning and implementation.
- In consultation with the Executive Director of Development and the Head of the Development - Student Support, to be the first point of contact for Student Support events which are being organised by the Events team, and to advise them on the day-to-day planning of the event.

Prospect visits

- To organise full or half day visits for potential/existing donors on behalf of the Student Support fundraisers and the Director of Development. This requires liaison with senior members of University staff and outside suppliers.

Other stewardship

- To assist the Head of Development - Student Support and the Senior Development Executives in stewarding existing donors. This includes having direct contact with the donors and building a relationship.

Thank you letters

- To be closely involved in ensuring effective stewardship practices by ensuring all donors are acknowledged and thanked by Development Alumni Engagement.
- To write personalised thank you letters on behalf of the Vice-Chancellor for high-level donors. These must be written to a high standard and adopt the Vice-Chancellor's style.

DARS DATABASE

- To produce bespoke monthly 'Prospect Pipelines' extracted from the DARS database, as well as personalised pipelines for specific fundraising campaigns. This requires an in-depth knowledge of the querying function on DARS.
- To liaise with the DARS Support Centre and/or Gift Registry to produce financial reports tracking pledges and donations as and when necessary.

RELATIONSHIPS

- To assist in dealing with the many influential people external to the University involved in the fundraising campaigns, including volunteers, and prospective and existing donors.
- To ensure a good working relationship between the fundraising team and College fundraisers and other development staff, and to promote the sharing of information, in line with agreed principles and protocols.
- To handle much of the internal communication with the academic staff and on occasions to act on their own initiative.
- To build good working relationships with teams without and outside the Development Office, creating networks of useful contacts and building an excellent reputation.

RESEARCH

- To provide some basic research support for the fundraisers on a range of potential donors including individuals, corporations and foundations, in consultation with the Head of Development and the Research Manager as appropriate; to liaise with the Research Team to identify new prospective donors, and to provide accurate and helpful information on current and prospective donors in advance of prospect meetings and events. To collate and analyse a range of data from different sources. To deal with highly confidential information with the utmost discretion.

ADMINISTRATIVE

- To 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 network drives. Training will be given on the use of the network drives and DARS, and the Development Coordinator will be expected to carry out entries and enquiries on the fundraising database.
- To act if appropriate in the place of the fundraisers when they are absent or unavailable by responding to queries in a timely and efficient manner to maintain the smooth running of the operations.
- To 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.
- To keep filing and other administrative procedures for the fundraisers up-to-date.
- To support fundraisers' travel arrangements, domestically and internationally, to assist in the scheduling of appointments, and to process expense claims and credit card statements in accordance with the Financial Regulations.
- To assist with the production and mailing of literature.
- To assist with the implementation of the development communications strategy (including mailings, electronic communications and website-updating).
- To collect information from Student Data Management and Analysis (SDMA) and other departments on student numbers and costings for bursaries, scholarships, internships and volunteering opportunities. This requires specialist training on using the SDMA Tableau and eVision programmes.

You will also 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 CV/application:

Skills and abilities

1. Ability to manage projects from start to finish with little supervision
2. Ability to analyse processes and suggest improvements
3. Attention to detail and high level of accuracy
4. Confident use of the Microsoft™ Office toolset and the Internet, and broad competence in a range of software applications including email, web browsers etc.
5. Able to produce work of a high standard and proof read their own work

Experience and knowledge

6. Experience of maintaining effective administrative systems with the ability to identify fresh approaches to streamline processes
7. Experience of working with a database, and of managing data entry and extraction

Attitudes

8. Able to manage appointments and travel, including international travel, and expenses following from meetings and trips

To be assessed at interview:

Skills and abilities

1. Ability to build excellent relationships, both internal and external to the University
2. Excellent communication skills, both oral and written. Ability to write a range of types of communication for a range of audiences.
3. Demonstrable ability of working effectively with others, co-operating with colleagues and helping the team to achieve its goals
4. Excellent organisational skills; the ability to manage and prioritise a varied and busy workload to deadlines in an efficient and effective manner

Attitudes

5. An interest in higher education and in particular an understanding of Oxford University, and its goals in teaching and research
6. Considerable tact and discretion is required in dealing with highly confidential information and initiative in handling the day-to-day operations of the office.
7. An adaptable attitude and the ability to work well within a team
8. An interest in fundraising or alumni relations

Desirable selection criteria

1. A good general level of education to A-level or equivalent.
2. Experience of working within a fundraising, alumni relations or marketing environment
3. Experience of events organisation
4. Working proficiency of a range of financial, biographical and news databases for carrying out prospect research

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.

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.

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: <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 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.