



Job Description

Job Title:	Development Office Assistant
Accountable to:	Development Officer
Liaison with:	Fellows, Students, Staff, Donors, Alumni Body

Overview of the role

The Development Office Assistant plays a vital role, which requires a highly organised individual with a keen attention to detail and an interest in working with a wide range of stakeholders across College (Fellows, staff and students), donors and the alumni body. The role is extremely varied and it is essential that the successful candidate has a proven track record in organising and managing a diverse workload with competing priorities and deadlines. This is a support role within the Development Team and the successful candidate will be a highly motivated team player with excellent interpersonal skills. Experience of working in a College environment would be beneficial as well as experience of fundraising and alumni relations activities.

Main Duties and Responsibilities

General Administrative Support

- Provide administrative support for the office
- Respond to general queries via email, telephone and letter
- Order and maintain all office supplies, stationery for mailings
- Assist with admin associated with key office mailings – stuffing envelopes, etc.
- Circulate agendas and minute taking for meetings as required
- Manage monthly accounts for the Development Office
- Maintain petty cash

Gift Processing

- Work closely with Annual Fund Manager to support mailings, gift processing and other aspects of College's annual mail and telephone appeals.
- Record all financial donations - including those made via the central development office, 'Americans Friends of University College' and other entities
- Prepare, send all formal acknowledgement letters for donations
- File all correspondence and gift information electronically
- Process payments – direct debit forms, credit-card forms and pay in cheques
- Respond to various payment and pledge related enquiries
- Routinely reconcile Treasury Office receipts with Development records (monthly)
- Process bi-annual tax claims for Gift Aid; ensure declaration records are current and in line with relevant legislation, especially during annual audit
- Run twice monthly direct debit batches, commit, reconcile, and liaise with the College Accountant on these figures

Old Members Trust (OMT)

- Manage monthly accounts and attend to banking details associated with the UNIV Old Members Trust
- Prepare Meeting Materials (3x per annum)
- Attend, take minutes of the OMT meetings (3x p.a.)
- Prepare and submit annual Charity Commission Return for OMT
- Maintain compliance of Trust Deed, Committee minutes and reports and liaise with the individual Fund representatives (Ruffer & SLW)
- Arrange annual dinner for OMT Trustees in coordination with College Domestic Bursary and Master's Office

Reporting

- Produce breakdown of payments (regular gifts, cash, CAF etc) for reconciliation
- Assist with preparation of annual return Charity Commission
- Prepare annual review of Development Office income & expenditure

Alumni Data

- Input changes, additions to alumni database records
- Assist in tracking down 'lost' alumni, deal with returned mail and update details
- Respond to alumni/student requests to contact other alumni

Events

- Assist colleagues with general admin in preparation for events, e.g. name badges, event packs etc.
- Process relevant payments
- Attend and assist guests at development events as required

Additional Responsibilities

- Ensure comprehensive record-keeping and reporting of all substantive alumni contact on the database
- Contribute to a smooth-running development operation that interacts easily with other departments in the College
- This list includes the principal responsibilities of the role but is not exhaustive. Other relevant duties may be specified by the Head of Development Operations from time to time

Person Specification

Qualities and Experience:

Essential

- Good general level of education
- At least one year's experience in involved with annual fund activity, including gift processing and running telethons
- Strong experience maintaining and managing information on a database
- Excellent written and spoken English with an appreciation of different audiences
- Numerate and confident in handling financial data
- Possess aptitude for databases and information management
- Strong IT skills, particularly Microsoft Office (including Word, Excel, PowerPoint)
- Highly organised, impeccable attention to detail in all work undertaken
- Polite telephone manner and good interpersonal skills
- Demonstrate professionalism, tact and discretion in handling confidential information
- Able to work calmly under pressure, to prioritise and manage a varied workload

Desirable

- Educated to degree level, or equivalent through professional experience or qualifications
- Experience of working for an educational institution or educational consultancy
- Knowledge of Raiser's Edge (Blackbaud)
- Understanding of GDPR and its compliance requirements