Job Description

Job Title: Development Office Assistant
Accountable to: Development Operations Officer
Accountable for: N/A
Liaison with: Old Members, Students, Staff, Fellows

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 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 for the Director for Development and wider Development Team and the successful candidate will be a highly motivated team player with excellent interpersonal and organisational 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

Diary Management
• When required, manage the Development Director’s diary and assist with travel;

General Administrative Support
• With agreement with the Development Operations Officer 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;
• Minute taking.

Gift Processing
• Work closely with colleagues 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 per annum);
• 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;
• 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 Development Operations Officer from time to time.*
Person Specification

Qualifications, Skills and Experience

Essential

• Good general level of education;

• At least one year’s experience in involved with annual fund activity, including gift processing;

• 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;

• Demonstrable professionalism, tact and discretion in handling confidential information;

• Ability 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.