



Job Description

- Job Title:** Donor Relations Officer
- Accountable to:** Head of Development Operations
- Liaison with:** Development Director, Fundraisers, Students, Alumni, Staff and Fellows

Overview of the Role

The Donor Relations Officer will play a key role in Univ's programme of donor engagement, information management, communication and fundraising planned out and executed within the Development Office. Working with fundraisers and under the supervision of the Head of Development Operations, the post holder will design, plan and execute a coherent and effective stewardship strategy, directed at donors both large and small and encompassing the interests of major College stakeholders, members of Development Committees, and Old Members. The successful applicant will combine a creative approach to donor communication with a broad, technically competent, and data-driven mindset able to juggle multiple priorities to tight deadlines.

The post holder, working with the relevant fundraiser, will lead in the management of stewardship reporting programmes for more than 200 major gift donors and will be responsible, alongside the Regular Giving Manager, for a holistic strategy for first time and regular donors. The post holder will organise and shape key donor events throughout the year, including events for each giving club and the annual Donor Day. Regular mailings, from the standard thanking process to specific targeted reports, will fall under their remit. The post holder will also hold responsibility for communicating the impact of gifts to Univ's major capital campaign, University College, North Oxford (Univ North).

Main Duties and Responsibilities

Stewardship Reporting

- Manage and regularly refresh and review the donor thanking process; provide a point of continuity between the point of giving, the immediate mailing of thanks and the ongoing process of donor reporting.
- Design and execute the annual impact mailing, going out to all major and recent donors; effectively design the mail-merge component of the mailing, determining the interests of specific donors; marshal reports from scholars, Fellows and staff; write engaging and effective copy; and ensure that the entire project completes in time.

- Generate specific donor reports on funds and expenditure, both for internal stakeholders and donors, where necessary.
- Regularly provide impact stories for the website, Martlet publication and e-news bulletins.
- Be responsible for the quality and dissemination of the AFUCO (Univ's USA-based charitable arm) and UK donor roll.

Information Management

- Together with the relevant fundraiser, develop a stewardship plan for the College's major donors (around 250 individuals); keep these plans, and the data particular to them, up to date and organised on the alumni database, reviewing annually; direct fundraisers towards the necessary actions or communications.
- Ensure the Regular Giving Manager has a special strategy for first time donors and a plan for regular direct debits givers.
- Manage the office's knowledge of scholarships, prizes, and bursaries; where appropriate, communicate with recipients to inform them of their scholarship and request donor reports; ensure, wherever necessary, that Development Office records accord with information kept in the Treasury and Academic Office.
- Keep a register of all major historical gifts, focussing on naming and donor expectations.
- Maintain a bank of reporting material available for donor reports and stewardship mailings, ensuring it remains up-to-date and broad in topic.

Univ North

- Take responsibility for designing and implementing a donor recognition plan in respects to the College's major capital project, Univ North.
- Plan hardhat tours around the Univ North site, deciding on invitation lists and matching donors with the relevant fundraiser.
- Implement and maintain a quarterly Univ North donor update email.
- Manage the naming of aspects of the site, and the occurrence of donor names on the on-site donor board; lead on the communication of this feature to potential and current donors.

Donor Relations Events

- Take responsibility for the planning and organisation of the College's annual Donor Day; design an exciting and informative programme; develop a process of engagement and invitation for both regular and major donors; encourage attendance and participation by relevant internal individuals; and communicate this event effectively to Old Members and friends.
- Coordinating with the events team and other College stakeholders, organise annual events for each donor giving level, sending invites out on time, and ensuring the smooth running of the event on the day.

- In concert with the Deputy Director of Development, aid in the planning, organisation and execution of the William of Durham Day, the College's annual legacies event.

Additional Responsibilities

- Improve communication internally with other areas of the College; maintain effective relationships with members of other departments, aimed towards the productive sharing of relevant organisational information.
- Manage Univ's donor clubs, paying particular attention to thanking processes, events, communications and any necessary administrative or strategic changes.
- Act as a key copy-writing resource for the office.
- Any other duties commensurate with the role and grade.

Person Specification

The work of the Development Office 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.

Essential:

Experience and knowledge

- A good general level of education.
- Strong IT skills, especially Microsoft Office (including, but not limited to, Word and Excel).
- Experience of managing projects, i.e., effectively defining a set of goals and success criteria and managing the achievement of these criteria within a specific timeline.
- Experience of organising and executing postal and online mailings: defining recipient lists, designing mail-merge documents, and liaising with mailing houses where necessary.
- Experience of maintaining successful relationships with institutional stakeholders.
- Experience of working within a busy and cooperative office.

Skills and abilities

- A demonstrable sense of professionalism, tact and discretion in handling confidential information.
- Strong organisational and planning skills, with the ability to complete tasks with a high level of accuracy and attention to detail.
- The ability to thrive and work well under pressure, prioritising and managing a varied workload whilst remaining aware of detail.
- Excellent communication skills, both oral and written, with an ability to sensitively match communication styles to varying audiences.
- The ability to build and maintain productive relationships with others.
- The ability to work independently and report to superiors when necessary.
- Strong numeracy skills and the ability to handle financial data confidently.

Attitudes

- Interest in the detailed management of information: the successful candidate must have a proactive attitude towards managing and maintaining complex projects and information pipeline processes.
- The candidate must have a flexible attitude and be prepared to attend events, when required, outside of regular work hours.

Desirable:*Experience and knowledge*

- Educated to a degree level, or equivalent through professional experience or qualifications.
- Experience of working for an educational institution or educational consultancy – in particular, the collegiate system of education.
- Knowledge of a Customer Relationship Management database – in particular, Raiser's Edge (Blackbaud).
- Understanding of GDPR and its compliance requirements.

Attitudes

- An interest in the collegiate system of education.
- An interest in the impact of philanthropy in the Higher Education sector.
- Demonstration of a personal commitment to, and belief in, education, research, and scholarly enquiry.