



Job Description

Job Title: Alumni and Donor Relations Officer

Accountable to: Deputy Development Director

Liaison with: Development, Alumni Relations and Communications team, Alumni, Donors, Staff, Fellows, and students

Overview of the Role

The main purpose of this role is to foster excellent relationships with alumni and donors that will build and strengthen relationships and engagement between the College and its community.

The successful applicant will combine a creative approach with a data-driven mindset in order to design, plan, and implement a coherent and effective donor stewardship and alumni engagement programme.

The post holder, working with the relevant donor relationship manager, will lead on donor impact reporting and will be responsible, alongside the Philanthropy Manager, for a holistic strategy for first time and regular donors. Regular communications, from the standard thanking process to specific targeted reports, will fall under this remit.

Main Duties and Responsibilities

Donor Relations and Stewardship

Thanking

- Manage and regularly review and refresh 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.

Stewardship

- Devise and implement a donor stewardship programme and matrix.
- 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 (Raiser's Edge), reviewing annually.

- Manage Univ's donor giving societies, paying particular attention to membership, thanking processes, events programme and content, and communications.
- Be responsible for the administration of the membership of Univ's alumni in the University of Oxford's giving societies, including overseeing the nomination process.
- Act as the first point of contact for all alumni queries either by phone, email or in person; also deal with non-routine enquiries.
- Meet with Donor Relations Working Group to review current processes and improve them based on feedback.

Reporting

- Manage the annual donor impact mailing from start to finish, including content generation (from scholars, Fellows, and staff), copy writing, design, and mailing.
- Be responsible for overseeing the donor reporting schedule, keeping a record of donor reporting requirements and producing donor reports as required.
- Manage and update the office's list of scholarships, prizes, and bursaries; where appropriate, communicate with recipients to inform them of their scholarship and request donor reports; ensure that Development Office records align with those held by the College's Treasury and Academic Office.
- Keep a register of all recent and historical major gifts, focusing on naming and donor expectations.
- Ensure that deliverables from donor gift agreements are documented and met.
- Maintain a bank of reporting material available for donor reports and stewardship mailings.

Communications

- Organise and execute postal and online mailings: define recipient lists, design mail-merge documents, and liaise with mailing houses where necessary.
- Regularly provide relevant stories for the website, College publications, and e-news bulletins.
- Work in collaboration with the College's Communications Officer and Data Officer to produce Univ's donor roll for its UK and US-based supporters. Work with the communications team to provide regular communications to alumni and donors, including generating content for relevant pages on the College website, contributing to College publications and social media sites.
- Collaborate, where appropriate, with the University of Oxford's central Development and Alumni Relations offices, building strong working relationships within the larger collegiate university.

Events

- Work closely with the Development Office's events team on a programme of donor and alumni events in the UK and overseas, in-person and online.
- Attend Development and Alumni Office events in a networking and relationship-building capacity.

Administration and Information Management

- Act as the first point of contact for all alumni queries either by phone, email or in person; also deal with non-routine enquiries.

- Work closely with the team's Data and Development Operations Manager and Data Officer to ensure that information on the alumni database, Raiser's Edge, is kept up to date.
- Measure, evaluate, and analyse data from communications and events to assist with improving alumni and donor engagement and event planning.
- Prepare reports on Alumni and Donor engagement for the termly development committee meeting.
- Benchmark Univ's alumni and donor activities against other institutions to ensure that Univ's programme is the best it can be and recommend where improvements can be made to the Director of Development and Alumni Relations.
- GDPR/data compliance management.

Other

- Take advantage of appropriate training opportunities to keep up to date with relevant skills and developments.
- Any other duties that fall within the purpose and grade of this post as determined and directed by the Director of Development and Alumni Relations.

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.

Your experience may be in previous employment or in a voluntary capacity.

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 maintaining successful relationships with institutional stakeholders.

Skills and abilities

- Demonstrable 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 while retaining an eye for 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.

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.
- Experience with Social Media, Microsoft Forms, and Canva/InDesign.
- Experience of working within a busy and cooperative office.
- Strong numeracy skills and the ability to handle financial data confidently.

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 education, research, and scholarly enquiry.