

**PEMBROKE COLLEGE**

**JOB DESCRIPTION/PERSON SPECIFICATION**

**JOB TITLE: DEVELOPMENT OFFICER**

*This job description and person specification outlines the key accountabilities of, and output required from, the post-holder as well as skills, qualifications and experience needed in order to carry out the role. It is not a definitive list.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Department:** | **Development Office** | | |
| |  |  |  | | --- | --- | --- | | **Organisation Chart:** | |  | |  | Matthew Mellor (Development Director) | | |  | **🡫** | | |  | Nami Morris (Deputy Development Director) | | |  | **🡫** | | |  | Development Officer | | | | | |
| **Purpose of the Job:** | Organise the annual Reunion Giving campaign; organise the Pembroke Leavers’ Group; and help set up Young Alumni Giving, pledge chases, gift renewals and face-to-face fundraising; focusing on donor retention. | | |
| **Responsible to:** | Deputy Development Director. | | |
| **Responsible for:** | N/A. | | |
| **Location:** | Development Office, Pembroke College. | | |
| **Hours of Work:** | 36.5 hours a week. | | |
| **Qualifications:** | University degree (or equivalent). | | |
| **Skills:** | * Excellent interpersonal skills. * Strong experience in Microsoft applications. * Strong organisational and prioritisation skills. * Experience of Raiser’s Edge, or proven ability to learn use of database software. * Ability to multi-task and be responsive. * Attention to detail. * Flexibility. * Self-motivated. | | |
| **Work Experience:** | Previous Oxbridge Collegiate University experience and/or Development Office experience is desirable but not essential. | | |
| **Budget Responsibilities:** | N/A |  | **Annual Budget** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Main Duties and Responsibilities / | Measurable Outputs | | **Time/**  **Frequency** |
| **1** | **Reunion Giving**   * Recruiting Reunion Co-Chairs. * Working with the Reunion Co-Chairs to draft letters. * Organising the Reunion drinks party. * Arranging the calling and making calls. | * Achieve 100 new donors across the five Reunion Dinner years. * Letters are sent in a timely fashion. * Drinks party is very well attended. * Calling takes place 3-4 weeks in advance of dinners. | | 25% of time |
| **2** | **Soliciting gifts**   * Face-to-face fundraising. * Pledge chasing by phone and gift renewals, which will require occasional evening work. * Legacy fundraising. | * Visiting 30-40 potential donors per annum, including affinity meetings. * Pledges are fulfilled / gifts are renewed. * Number of legacy pledgers increases as part of team effort. | | 20% of time |
| **3** | **Young Alumni Engagement**   * Helping to design and implement a young giving programme. * Organising 1-2 events for young alumni and raising funds off the back of this (both face-to-face and electronically. | * Number of young alumni giving to College   increases.   * Number of young alumni coming to events increases. | | 15% of time |
| **4** | **Research (20%)**  *This aspect will be overseen by the Research*  *Officer*   * Producing donor profiles. * Producing event briefings. * General database updates. * Locating missing alumni. | * Produce a minimum of 30 profiles. * Team members attending meetings feel well-briefed. * Database updates are accurate and consistent. * Reunion Years have fewer missing alumni. | | 20% of time |
| **5** | **Pembroke Leavers’ Group (PLG) (10%)**  Ensure that the PLG, a group of students who actively raise funds from fellow final year students, manages its programme well, by:   * Recruiting committee members. * Training committee members. * Liaising with Tutorial and Finance Office. * Monitoring and advising on progress via regular contact and meetings. * Debriefing the rest of the College about the PLG’s work. | * PLG Committee Members are satisfied with the experience of the programme. * Final-year students are satisfied with the PLG approach. * 40% participation is achieved. * DO and other stakeholders are up to date with the PLG progress so that they can also provide encouragement to the PLG. | | 10% of time |
| **6** | **Administrative/Other (10%)**   * Arrange meetings for the Deputy Development Director. * As required, become involved in the work of other colleagues in the Development Office. * Undertake any other duties that arise due to the nature and character of the post, or as a direct request from the Development Director or Deputy. | * The Deputy Development Director has roughly 10 meetings in London a month. * Colleagues feel supported. * The Development Director and the Deputy Development Director feel supported. | | 10% of time |
| The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment. Pembroke College reserves the right to change the duties detailed in this job description to reflect changing circumstances. Any changes will be introduced following discussion with the post-holder. | | | | |
| **Job Description prepared by:** | | | Nami Morris | |
| **Date:** | | | 29/10/2018 | |

|  |  |  |  |
| --- | --- | --- | --- |
| **PERSON SPECIFICATION** | | | |
|  | **Essential** | **Desirable** |
| **Qualifications/academic achievements/education** | * University degree or an equivalent qualification. |  |
| **Skills/knowledge/training** | * Strong experience in Microsoft applications. * Strong organisational and prioritisation skills. * Excellent interpersonal skills. * Ability to multi-task and be responsive. | * Knowledge of the Cambridge collegiate University structure. * Knowledge of Development Office processes, particularly use of Raiser’s Edge or other database software. |
| **Experience – type and depth of experience required to do the job** | * At least 2 years of fundraising experience. | * 3-4 years of fundraising experience. * Previous Development Office experience. * Previous Oxbridge collegiate University experience. |
| **Personal attributes** | * Courteous and confident communication. * Attention to detail. * Flexibility. * Effective team worker. * Self-motivated. * Positive and respectful attitude towards building relationships with colleagues, other members of the College community and alumni. |  |
| **Special Conditions (e.g. must hold driving licence/able to work weekends)** | * Will be expected to do some international travel. * Will be expected to work on some weekends and evenings. |  |
| **Confidentiality** | * Must be able to maintain high standards of discretion and confidentiality. | * Experience of working in a confidential environment. |
| **Person Specification prepared by: Nami Morris**  **Date: 26/07/2018** | | |

**Appendix – *Development Officer Personal Qualities***

|  |
| --- |
| 1. **Leading and Deciding** |
| 1.1 **Initiating Action**  Deals with enquiries and directs calls etc. appropriately. |
| 1. **Supporting and Co-operating** |
| 2.1 **Working with People**  Listens to, and shows respect and empathy for, the views and contributions of other team members; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.  2.2 **Adhering to Principles and Values**  Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, contributes to diverse teams. |
| 1. **Interacting and Presenting** |
| 3.1 **Relating and Networking**  Easily establishes good relationships with members of partner organisations, the College community and the wider university; relates well to people at all levels; builds wide and effective networks of contacts.  3.2 **Persuading and Influencing**  Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of appropriate processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong positive personal impact on others; takes care to manage one’s impression on others.  3.3 **Presenting and Communicating Information**  Speaks fluently; expresses opinions, information and key points of an argument clearly; presents the Development Office to other departments, whether in meetings or informally, in a good light. |
| 1. **Analysing and Interpreting** |
| 4.1 **Writing and Reporting**  Writes convincingly clearly, succinctly and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.   * 1. **Applying Expertise and Technology**   Uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.  4.3 **Analysing**  Probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system. |
| 1. **Creating and Conceptualising** |
| 5.1 **Learning and Researching**  Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information or techniques; gathers comprehensive information to support decision-making; encourages an organisational learning approach (i.e. learns from successes and failures and seeks colleague and “customer” feedback).  5.2 **Creating and Innovating**  Produces new ideas, approaches, or insights; produces a range of solutions to problems.  5.3 **Formulating Strategies and Concepts**  Works strategically and supportively to realise organisational goals. |

|  |
| --- |
| 1. **Organising and Executing** |
| 6.1 **Planning and Organising**  With the Deputy Development Director, sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.  6.2 **Delivering Results and Meeting Expectations**  Focuses on Member/potential donor needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.  6.3 **Following Instructions and Procedures**  Understands decision-making structure in a collegiate environment. Follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role. |
| 1. **Adapting and Coping** |
| 7.1 **Adapting and Responding to change**  Adapts to changing circumstances; tolerates but seeks to clarify ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.  7.2 **Coping with Pressures and Setbacks**  Maintains a positive outlook at work; works productively and professionally when under pressure; receptive to, and learns from, feedback; balances the demands of a work life and a personal life. |
| 1. **Enterprising and Performing** |
| 8.1 **Achieving Personal Work Goals and Objectives**  Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; identifies own development needs and makes use of developmental or training opportunities.  8.2 **Entrepreneurial Thinking**  Keeps up to date with peer information and best practice; identifies opportunities for the College; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of fundraising and added value. |