



**PEMBROKE COLLEGE
JOB DESCRIPTION/PERSON SPECIFICATION**

JOB TITLE: STUDENT FUNDRAISING AMBASSADOR

This job description and person specification outlines the key accountabilities of, and output required from, the postholder 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:	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Bursar</div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Development Director</div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Development Officer (Regular Giving)</div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Student Fundraising Ambassador</div> </div>
Purpose of the Job:	<ul style="list-style-type: none"> • To solicit donations from alumni to Pembroke's Annual Fund - which supports all aspects of College life including student support, teaching and the College environment) and/or The Time and the Place Fund over the telephone. • To ensure that the College has accurate and up-to-date information about alumni and that this is collected and handled in accordance with relevant regulations. • To develop good relations between the College and its alumni by keeping them in touch with the student experience and keeping them informed about everything which is going on at Pembroke.
Responsible to:	Sarah Richey, Development Officer
Responsible for:	N/A
Location:	N7, Pembroke College
Hours of Work:	<p>Caller Training Monday 12th September 9am – 4pm Tuesday 13th September 9am – 4pm 2nd Day Calling 5:45pm – 8pm</p> <p>Weeknight calling 6:15pm – 9:30pm Saturday calling 9:45am – 1pm and 2pm – 5pm Sunday calling 1:45pm – 5:30pm and 6:30pm – 8pm</p> <p>NB: The timings above are our standard calling times. Additional shifts likely to be added based on our overseas selection and will be confirmed at a later stage</p>
Qualifications:	<ul style="list-style-type: none"> • Callers should be current Pembroke students (Undergraduate or Postgraduate) or have graduated in June 2022.
Skills:	<p>Fundraising Ambassadors should:</p> <ul style="list-style-type: none"> • Be dependable, honest and trustworthy. • Possess a pleasant, calm and confident telephone manner. • Be attentive listeners. • Enjoy getting to know and working with people from many different backgrounds and walks of life and of different generations. • Be comfortable working as part of a team but able to use their own initiative when this is called for. • Be able to record data accurately and completely, sometimes under pressure of time. • Be able to answer difficult or unexpected questions tactfully and deftly. • Maintain the highest standards of politeness and professional behaviour.

	<ul style="list-style-type: none"> • Understand and respect principles of confidentiality. • Be IT-literate and comfortable with databases (training will be given). • Have an interest in Pembroke's history and in College life. • Be committed to the goals and values of the Annual Fund campaign. • Be self-motivated and comfortable working independently towards a shared goal.
Work Experience:	Prior telephone fundraising experience is desirable but not necessary, as 2 day's interactive training will be provided.

Main Duties and Responsibilities	
---	--

1	To contact Pembroke alumni over the telephone during the 2022 Annual Fund Telephone Campaign.
2	To record the outcome of calls made.
3	To attend training sessions as required.

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. Changes will be introduced following discussion with the post-holder.

Job Description prepared by:	Sarah Richey, Development Officer (Regular Giving)
Date:	04/05/2022

PERSON SPECIFICATION

	Essential	Desirable
Qualifications/academic achievements/education	<ul style="list-style-type: none"> • Current Pembroke student or June 2022 graduate. 	
Skills/knowledge/training	<ul style="list-style-type: none"> • A pleasant, calm and confident telephone manner. • The ability to quickly, accurately and completely record data. • The ability to write clear, concise and informative post-call notes. • A commitment to understanding and respecting principles of confidentiality. • IT literate and comfortable with databases (training will be given) • Knowledge of the history and life of the College and of student life at Pembroke. • An awareness of and sympathy for the goals of the Annual Fund campaign. 	
Experience – type and depth of experience required to do the job		<ul style="list-style-type: none"> • Prior telephone fundraising experience is desirable but not necessary as training will be given.
Personal attributes	<ul style="list-style-type: none"> • Dependable, honest and trustworthy. • Good listener. • Enthusiastic about Pembroke and able to convey this. • A confident, positive, enthusiastic and friendly disposition. • Tactful and diplomatic. • Able to work as part of a team but also to show initiative when appropriate. • Enjoys working with and getting to know people from different backgrounds and walks of life and of different generations. 	
Special Conditions (e.g. must hold driving licence/able to work weekends)		
Membership of a professional body		
Confidentiality	<ul style="list-style-type: none"> • Confidentiality is paramount at all times. 	
Person Specification prepared by: Sarah Richey, Development Officer (Regular Giving)		
Date: 4 May 2022		