



**St. Hugh's College – Job Description
February 2024**

1. **Job title:** Development Officer
2. **Reports to:** Head of Alumni Relations and Stewardship
3. **Direct reports:** None
4. **Job purpose:**

The role of the Development Officer is primarily to be the first port of call into the Development office team and to provide key admin and operational support to the Development team enabling success in fundraising, donor relations and alumni engagement.
5. **Key relationships:** Director of Development
Other members of the Development Team
College Office Team
College Finance Team
Principal's Office
6. **Key responsibilities:**

The following duties are not shown in order of priority, nor is the list exhausted, but rather an indication of the type and level of duties associated with this role:

Administrative support

- Act as first point of contact, and friendly face, for all enquiries to the Development Office (postal, email and phone), responding to as many as possible and passing others on as appropriate.
- Where appropriate, provide short guided tours of the College to alumni visitors, speaking knowledgeably about the buildings, grounds and fundraising priorities
- Arrange meetings as required with alumni/donors and friends in College and at various external locations. Provide briefings in advance of these meetings and support the team with logging specific follow up notes on the database.
- Organise overseas visits on behalf of the team. Research and book flights, hotels, as well as transport, arrange meetings, provide briefings and compose comprehensive itineraries.
- Manage procedure for sending birthday cards and presents on 'notable birthdays' of alumni.
- Ensure that alumni deaths and notable achievements are recorded accurately on the database and the appropriate letters are sent.
- Maintain the Development Office calendar and ensure all events are accurately listed and updated.
- Ensure the Office is fully stocked with necessary stationery, merchandise and equipment.
- Keep the office organised and looking tidy.
- Other duties and responsibilities as may be required from time to time by the team.



Event Support

- General support for Alumni events, such as drafting and sending invitations, updating the event booking website, logging responses.
- Produce the materials for events such as menu cards, name badges, seating charts, guest lists, goodie bags, posters and more.
- Support on the production of detailed profiles of event attendees for the use of senior staff attending events
- Attend and support the Alumni Relations Manager at alumni events, please note that these predominantly take place during evenings and weekends.

Communications

- Keep the Development Office pages of the St Hugh's website up to date and accurate
- Create social media posts to promote the activities of the Development Office in line with the Office's social media strategy
- Assist with production and distribution of physical and digital mailings from the Development Office, including seasonal greetings cards, event invitations, fundraising appeals and more.
- Support the production of the monthly e-newsletter and annual publication, the Chronicle.

Gift Processing

- Administration of day-to-day gift registry process working closely with the Senior Development and Data Officer.
- Prepare gift aid claims as required.
- Reviewing monthly bank statements and reconciling reports with database records;
- Supporting other members of the team administer receipts and thank you letters to donors for gifts in a timely fashion.
- Responding to donor queries.
- Support the College finance team on the monthly reconciliation process.

Records and database management and research

- Working with the Senior Development and Data Officer ensure that accurate and up-to-date records are maintained on all alumni and other constituents within our database.
- Work with College Office to retrieve course information, awards, scholarships, bursaries and student grades for database management. Ensure details of new and continuing students are entered and amended on the database, along with other appropriate information.

The Preparation of Reports and Financial Information

- Supporting the Senior Development and Data Officer and other team members with reports and lists such as:
 - Preparing reports that assist in ensuring that regular gifts are renewed, and that lapsed gifts and pledges are chased with appropriate fundraisers.
 - Preparing profiles of prospects and event attendees.
 - Data to help in the preparation and management of direct mailings and telephone campaigns, email campaign and other appeals.

Other duties



- Working with colleagues in making data selections from Raiser's Edge;
- Carrying out research on Alumni and Donors to enhance background information and profiles.
- Maintaining strict confidentiality at all times.
- To undertake other duties relating to the work of the Development Office as required.
- To be flexible and willing to help colleagues when required.
- Other duties identified by the Director of Development and Deputy Director of Development as required.

Selection Criteria

This job will suit a person who already has some administrative related experience in a similar role, and is keen to work in a small, dynamic, and busy environment. A high level of professionalism, self-motivation and organisation will be expected from the post holder at all times.

Essential attributes

- Excellent time-management skills, including an ability to respond to spontaneous requests from senior managers and re-prioritise workload
- Drive and initiative to get things done
- Ability to work to tight deadlines
- Sound administrative experience
- Good written and verbal communication skills and discretion with confidential information
- Excellent attention to detail, even when under pressure
- Thorough knowledge of Microsoft Word, Excel, Outlook and PowerPoint. Microsoft Teams experience also useful.
- Excellent interpersonal skills, including the ability to work in a busy team
- Excellent judgement and the ability to make quick decisions when necessary
- Presentable and professional with a friendly manner
- Able to attend events when necessary, including evenings, weekends and some holidays.

Desirable

- Working knowledge of Raiser's Edge NXT, DARS CRM or other CRM
- An understanding of the importance of data protection and an ability to follow policies and procedures in relation to this
- Experience of using financial software or book-keeping
- Some experience of development, fundraising, event management and/or alumni relations
- Experience of working within an educational environment.

Occasionally work outside normal office hours for other operational priorities and activities in agreement with the line manager.

Rewards and Benefits



St Hugh's College

UNIVERSITY OF OXFORD

- Salary range £29,698.50 - £32,428.50 (College Grade 4)
- Free lunch whilst on duty in College
- 8 days off for Christmas
- 30 days, including bank holidays (Good Friday, Easter Monday, the first and last Mondays in May and the last Monday in August); which increases with service by a total of 5 additional days.
- auto enrolled to the University of Oxford Staff Pension Scheme (OSPS).
- Training and development opportunities.
- College also provides a travel card scheme and has designated areas for bicycles.
- University childcare salary sacrifice scheme

To apply, please complete the application below together with the equal opportunities monitoring form and return it to recruitment@st-hughs.ox.ac.uk

[Application Form](#)

[Equal Opportunities Monitoring Form](#)

Closing date for applications: 9am Monday 26th February 2024

If you have any or would like to talk further about the role please email recruitment@st-hughs.ox.ac.uk

St Hugh's is a self-governing College of Oxford University and is an Equal Opportunities Employer.