St Hilda’s College, University of Oxford

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Development Administrator</th>
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<tr>
<td>Line Manager</td>
<td>Development Operations Manager</td>
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<td>Works for</td>
<td>Development Director</td>
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<tr>
<td>Grade / Full or part-time</td>
<td>Equivalent to University Grade 4 (£22,417 - £25,941 per annum)</td>
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<td>Main purpose of the job</td>
<td>To provide administrative support to ensure the efficient running of the Development Office.</td>
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St Hilda’s College

St Hilda’s is one of the constituent colleges of Oxford University, spectacularly set in four acres of gardens on the banks of the Cherwell at Magdalen Bridge. The College, which enjoys registered charitable status, is an independent and self-governing body, with an academic staff of about 100 Fellows and Lecturers. There are at present approximately 400 undergraduates and 220 graduate students. The College has a long tradition of inclusion, and the community here is diverse and down to earth. It has ambitious development plans and its ethos is a commitment to “excellence and equality, fostering intellectual and personal achievement in an environment in which every voice matters. Under the academic guidance of world-class researchers, students are expected to challenge and question, as pioneering, independent thinkers who will go on to shape their generation.”

The Role

General duties and responsibilities

- Be welcoming and helpful to all who contact the Development Office via telephone, email or social media, including alumnae and friends of the College, parents, members of the public and visitors to the College
- Recording information accurately and carefully in the database used by the Development Office, updating records, running database queries and producing reports, lists, financial returns and mailing data to support the fundraising, communications and alumnae relations programme
- Assisting with selected major development events and meetings in College. Some out of hours work is involved on occasion.

The Development Office

St Hilda’s is a welcoming place to work and the Development Office is responsible for fundraising for the College. The 125th anniversary campaign was publicly launched in 2018 to fund a major new building programme, student bursaries and scholarships, teaching and research. The post-holder will be joining our team at an exciting time - with the preparations for Phase II of our fundraising campaign underway. Led by the Development Director, the members of the team have specific responsibilities for elements of the fundraising and the wider development and alumnae relations...
programme including: working with donors and prospects, preparing reports for College meetings and for donors, alumnae communications (publications, reports and social media posts), processing gifts and financial reporting. The team members work closely and frequently interact with other teams within the College, including the Events Team which runs alumnae events.

The Administrator’s role is a varied and busy one and provides essential support for all aspects of our fundraising campaign and events programme. The role provides an excellent introduction to educational fundraising and alumni relations. We offer training in all aspects of the work, including using a customer relationship database Raiser’s Edge NXT which is an industry standard.

The postholder will report to the Development Operations Manager on a day to day basis, the main duties and responsibilities will include:

- Financial processing of donations and registrations, including: identifying cash receipts from donors; reconciling cash received to banks statements and to direct debit commitments; reporting on one-off donations and changes to direct debit arrangements; producing daily reports of cheques and cash received, and recording regular donations on the Database from bank statements, direct debit reports.
- Create new constituents, run data extraction and analysis, running reports
- Registrations for events and checking RSVPs and ensuring that all payments for events are correctly logged and banked
- Assist with mailing lists and ensuring timely dispatch of mailings, printed invitations and emails
- Managing the general inbox, respond to enquiries via email and telephone and where necessary refer enquiries to other team members
- Assist with contacting senior members via email, LinkedIn or Facebook
- Souvenir sales and re-ordering of merchandise
- Ad hoc secretarial assistance to the Development Director (arranging meetings, taking calls, filing, photocopying, taking notes at meeting) when required.

Selection Criteria

Essential Skills and Experience
- A can-do attitude and good inter-personal skills, with the ability to deal confidently and appropriately with a variety of people, including students, alumnae, tutors and college staff
- Excellent command of English, both written and oral, high level of numeracy
- Adaptability and flexibility to manage a variable workload
- Ability to stay calm and work accurately when under pressure
- Excellent attention to detail
- Willing to take ownership of duties, with the judgement to know how and when to take initiative, and when to refer to others
- Good computer skills, including Excel, Word and University databases; the interest in and ability to learn new IT skills as required
- Ability to handle confidential and sensitive data with discretion
- Willing to keep up to date with new procedures (training will be given)

Desirable Skills and Experience
- Administration experience
- Experience of processing financial transactions
- Experience of working within an academic setting
- An understanding of studying within the collegiate University
- Experience of using a customer relationship database

Conditions of Employment and Benefits
This is a permanent, full-time post with a contributory pension scheme (OPS). Lunch is provided free of charge when on duty, provided that the College kitchens are open. There is a paid holiday entitlement of 33 days holiday per year including public holidays. However, please note that you
may be required to work on the bank holidays that fall in University Full Term. Some out of hours work will be required on occasion.

The post is subject to a 6-month probationary period, with 1 month’s notice on either side during the probationary period.

How to Apply

Applications should include the following documents:

• Completed application form
• curriculum vitae
• Letter of application explaining your interest in the post and how you meet the selection criteria.
• Recruitment monitoring form (optional)

Your application should be sent to Susan Vickery, the HR Manager at recruitment@st-hildas.ox.ac.uk.

Please note:
The deadline for applications has been extended to 17 August 2021 (c.o.b.) and we expect to hold interviews on Monday 23 August.

Updated 09-8-2021