St Hilda’s College, University of Oxford

Position Description

Job Title: Development Administrator
Salary: £22,417–£25,914 (Grade 4 on the University Salary Scale)
Hours: 35 hours per week (1 FTE) but willing to consider part-time hours of 28 per week (0.8 FTE) for a suitable candidate.
Contract: 1 year fixed term contract
Reports to: Reports to the Development Director to prioritise duties, Campaign Executive for day-to-day tasks

The Development Administrator works within a small team and is responsible for routine maintenance of the office’s fundraising database (Raiser’s Edge), gift processing, and assisting with the alumnae events programme. The post-holder is also expected to provide administrative support for the Director.

The post calls for an individual who is hardworking with a good eye for detail who wants to develop their skills in administration. We seek a person who is capable of efficiently recording data and checking it, as well as prioritising and carrying out other administrative tasks in a busy environment. The post requires a good standard of education (A-level or equivalent), the ability to work with a team and an interest in educational fundraising.

The post holder requires good interpersonal skills, well-developed written and verbal skills; good computer skills. Training on the specific database will be provided.

The post holder must have the right to work in the UK.

Remuneration and Benefits:
• Salary at grade 4 of the University salary scales (at present within the range £22,417–£25,941 per annum)
• Membership (if desired) of the OPS Pension scheme
• 33 days (pro rata) paid holiday, including public holidays and College closure at Christmas
• 35 hours work per week
• Eligibility for group private medical insurance
• Entitlement to meals free of charge when on duty at the College

Responsibilities and Duties

1 Database
   • Record changes of contact and business details on the Database (Raiser’s Edge)
   • Assist with creating new constituents, data extraction and analysis, run reports

2 Financial
   • Processing of donations and registrations for events: records on the Database, hand cash and cheques over to the Accounts Department
   • Production of daily reports of cheques and cash received
   • Recording regular donations on the Database from bank statements, direct debit reports

3 Events administration
• Coordinate and record RSVPs and other responses on the Raiser’s Edge database, noting any changes of address of other contact details, and ensure that all payments for events are correctly logged and banked
• Send acknowledgements and liaise with attendees as and when required
• Prepare name badges, menu and place cards, guest lists and seating plans
• Occasionally assist with arrangements during events (if out-of-hours work is required, it will be agreed in advance): guest registration, audio-visual set-up, last minute seating changes etc.
• Assist with mailing lists and ensure timely dispatch of mailings, printed invitations and emails

4 Communications
• Manage the general inbox, respond to enquires via email and telephone and - where necessary - refer enquiries to other members of the team and monitor their responses to these. Liaise with all other staff who log into this generic email address over work flow and responses to queries.
• Manage the production of mailing lists and other support tasks associated with the regular communications circulated by the Development & Alumnae Office
• Assist with special office mailings
• Assist with updating Alumnae & Friends website
• Assist with contacting “lost” senior members via email, LinkedIn or Facebook

5 General administration
• Provide general reception duties for visitors
• Ad hoc secretarial assistance to the Development Director and other members of the office (arranging meetings, taking calls, filing, photocopying, notes at meeting) as and when required.
• Assist with the sale (processing incoming orders, packaging and mailing) and stock taking of souvenirs

Selection Criteria

Essential Skills and Experience
• Good general education to A-level standard or equivalent
• Quick to learn with a friendly, pro-active, flexible and helpful manner
• Reliable and punctual
• Excellent attention to detail and good proof-reading/data checking skills
• Good numerical and data handling skills
• Good keyboard and IT skills
• Good organisational skills with experience of prioritising varied tasks and deadlines using own initiative and with minimal supervision
• Excellent interpersonal skills and the ability to provide assistance to a range of people, including Fellows of the College, students, alumnae, donors and guests
• Ability to handle pressure and multiple tasks and deadlines
• An understanding of the importance of confidentiality and sensitive data as it relates to the personal information and donations.

Desirable
• Experience of providing general clerical administration in an office environment
• Some experience of working in an education environment.
• Experience of working with a customer relational database.