

JOB DESCRIPTION

This job description outlines the key outputs required from the Job Holder and the tasks necessary to achieve them. It is not a definitive list and the role may well change and evolve over time.

Job Title:	Development Office Administrator	Department	Development
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Reports to:	Development Director	No of staff reporting	0
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Summarise in one or two sentences the purpose of the role:

The Development Office Administrator will provide efficient fundraising and alumni relations administrative support to the Development team in order to support the development operation at Clare Hall.

The post holder will ensure that records are kept up to date, new information is regularly collected and updated, gifts are applied to records and appropriate levels of stewardship are applied, research is carried out and reports and letters are produced to assist fundraising.

Key Outputs of the Role

- Gift administration and general administrative duties of the office, including filing and producing mailings
- Supporting the Development Office in keeping the database correct and up-to-date (Raiser's Edge)
- Support for the planning, organisation and delivery of Development programme of events which will require some work in the evenings and at weekends.
- Supporting the Development Director in fundraising by providing prospect research and profiles, letters and other written communications and documents
- Producing travel itineraries for the President and Development Director, including liaising with hotels for reservations and travel firms for tickets

Outline the key tasks necessary to deliver the outputs defined above:

1. Processing gifts, entering donation information onto the database, producing thank you letters, preparing reports and ensuring communication with the Accounts Office on all aspects of donations to the College.
2. Maintaining and updating the Development database (Raiser's Edge), ensuring that information is entered consistently, accurately and regularly.
3. Undertaking research to enhance the quantity and quality of data held by the Development Office.
4. Review, evaluate and develop the information held on the database to assist gift administration, including coding and recognition, producing stewardship documents; and financial reporting.
5. Producing a variety of reports from the database, to support the work of the President, the Development Director and the Development Officer.

6. Liaising with the Cambridge University Development Office to exchange the information specified in the Memorandum of Understanding between the Colleges and the Development Office. Liaising with other Offices in the College(s) to transfer and update information, as required.
7. Carry out prospect research, prepare information for contacting, cultivating, and soliciting major gift prospects.
8. Working with the Development team on the planning, organisation and delivery for a variety of Fundraising and Alumni events, including the practical delivery of events on the day which may include some evening and weekend working.
9. Providing general administrative support in the Development Office, including producing letters and reports, the collection and despatch of post, mailings, filing, stationery orders, making appointments and filing.
10. Assist and prepare travel documentation for the President and the Development Director, including liaising with travel agencies and hotel providers to ensure the most efficient travel plans.

Additional Responsibilities:

Decision Making Authority:

Budgetary Responsibility

Practical / Physical Requirements:

Briefly state any other relevant information:

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 and may change from time to time to reflect changing circumstances.

Person Specification

Development Office Administrator

	Essential	Desirable
Qualifications, experience and background	<ul style="list-style-type: none"> • Good numerical and literacy skills • Experience of working with data of a confidential and sensitive nature • Strong administrative and organisational skills 	<ul style="list-style-type: none"> • Previous experience of working in a Development environment or event management • A degree or equivalent
Specific knowledge/skills (technical)	<ul style="list-style-type: none"> • Strong IT skills and good knowledge of Microsoft Office • Close attention to detail • Good writing skills • Ability to act with discretion and maintain confidentiality • Previous experience of working with a database • Ability to think creatively, with a positive approach to problem solving 	<ul style="list-style-type: none"> • Knowledge of Raiser's Edge database • Event planning, coordination and administration experience
Personal attributes	<ul style="list-style-type: none"> • Excellent interpersonal, oral and written communication skills • Committed to high professional standards • Friendly approach and high levels of customer service • Demonstrates accountability • Willingness to embrace change • Self-motivated and results driven 	<ul style="list-style-type: none"> • Empathy with the aims, goals and values of the Cambridge collegiate system, and a commitment to support the delivery of these
Team and management skills	<ul style="list-style-type: none"> • Able to work well as part of a small team and also take initiative when necessary • Ability to prioritise a considerable workload 	
Other	<ul style="list-style-type: none"> • Willingness to adopt a flexible and collaborative approach to tasks 	