



Candidate Information

Position:	Administration Officer (Donor Relations)
School/Department:	Alumni Engagement and Philanthropy
Reference:	24/111611
Closing Date:	Friday 10 May 2024
Salary:	£26,973 - £29,334 per annum pro rata
Anticipated Interview Date:	Thursday 23 May 2024
Duration:	Permanent - Part Time (18.5 hpw)

JOB PURPOSE:

To provide a comprehensive and professional administrative service to support delivery of effective donor relations, stewardship, and gift management.

MAJOR DUTIES:

1. Provide administrative support to ensure the stewardship all donor funds are managed through effective gift acceptance and management processes. This includes carrying out a range of specialist / complex administrative duties which involve using initiative and making decisions and managing own work from start to finish.
2. Duties may include:
 - Support the delivery of an integrated Donor Relations/Stewardship Strategy.
 - Support the effective administration of gift acknowledgement process.
 - Support the administration of donor engagement and recognition communications.
 - Ensure all relevant information on gifts, donor recognition and stewardship are properly recorded on the Raiser's Edge NXT CRM to enable accurate reporting and statistics.
 - Operation of specialist complex systems e.g.: finance; database; online platforms and systems.
 - Support the coordination and distribution of donor thank you letters.
3. Use Directorate/University's processes and systems to prepare donor reports and other materials related to donor relations and stewardship activities, delivering work in line with agreed quality standards, guidelines and procedures and adhering to the University's policies and procedures.
4. Responsible for working in line with data protection requirements and adhering to appropriate requirements for confidentiality and support the management of all gifts as specified in relevant gift acceptance policies.
5. Use and maintenance of a variety of Directorate/University's databases, software packages and ICT systems. Support the process of ensuring all relevant donor information is properly recorded on the Raiser's Edge NXT CRM to enable accurate reporting and statistics.
6. Support the work of the Directorate and the donor relations function by organising and servicing meetings, preparing, and circulating agendas, reports and minutes and compiling action lists ensuring that all actions are followed up.
7. Provide administrative/secretarial support to senior staff to contribute to the efficient and effective delivery of the business of the Directorate e.g., diary management, preparation of confidential reports, drafting and typing of correspondence in line with university standards.
8. Assist with events, donor visits, prize-giving ceremonies as required, by coordinating the associated arrangements and liaise with the relevant parties to ensure the events are administered effectively e.g., cost, time, attendance, room bookings, travel arrangements etc.
9. Assist in the monitoring of budgets by ensuring that purchase orders, invoices and expense claims are processed within the appropriate procedures.
10. Conduct and collate analysis of donor information, data and/or calculations and present results accurately and appropriately in accordance with relevant University procedures.
11. Carry out any other duties, appropriate to the post, as reasonably requested by your Line Manager.

ESSENTIAL CRITERIA:

1. * A minimum of five GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration or equivalent.
2. * A minimum of three years' (demonstrable) relevant work experience in an administrative environment to include evidence of the following:
 - Working on multiple tasks/projects, managing own workload from start to finish and reacting to changing priorities;
 - Competent in the use of Microsoft Office and windows applications, using databases/spreadsheets to analyse data and to present results accurately;
 - Carrying out a range of complex administrative duties which involve using initiative and making decisions; and
 - Delivering work in line with agreed quality standards, guidelines, and procedures.
3. * Good understanding of data privacy.
4. * Good oral and written communication skills.
5. *Ability to provide effective service (including customer service) to required quality standard.
6. * Ability to work on own initiative and as part of a team.
7. * Ability to manage resources.
8. * Ability to plan and organise workload to meet standards and deadlines.
9. *Flexible, willing to adapt to new tasks and duties

DESIRABLE CRITERIA:

1. * Experience working in Higher Education.