JOB DESCRIPTION
Senior Development Officer / Development Officer

Reporting to: Deputy Development Director

Overview: The Senior Development Officer / Development Officer, plays a key role in maintaining and enhancing the relations between the College, its members, and other potential supporters, encouraging a steady growth of support for Clare College annually. The role manages the Annual Fund, Telethon Campaign, and helps with the College’s legacy programme (Samuel Blythe Society). The post holder also oversees a portfolio of donors and prospects to identify, cultivate, solicit and steward as appropriate. Other key areas will include managing the growth and stewardship of the Friends of Clare Music scheme.

The success of the Alumni and Development Office depends on the flexibility and ethos of its staff. The postholder should at times be prepared to engage in other office activities of importance to the team and to the College. The role requires some work in the evenings and at weekends.

Job Description
Annual Fund (Clare Fund) and Telephone Campaign

• Management of the Clare Fund, including the telephone fundraising campaign with target to raise £500,000 per year in unrestricted donations.
• Management of the Annual Fund budget, including telephone fundraising campaign and direct mailings.
• Research and plan for the enhancement and further development of the Clare Fund.
• Liaising with companies contracted by the Development Office (Ciconi; Shared Vision; et al.) to undertake specific tasks, such as mailings and telephone fundraising campaigns, and providing them with the necessary data promptly.
• Write Annual Fund direct mail pieces in consultation with the Master, Development Director, Deputy Development Director and Senior Communications Officer.
• Write all mailings and material connected with the Clare Fund (letters, Case for Support leaflets) in consultation with the Development Director, Deputy Development Director and Senior Communications Officer.
• Supervise the recruitment of calling team.
• Supervise Telethon Campaign.
• Working with the Finance and Administration Officer on gift processing, timely thanking of telethon donors, and stewardship of Clare Fund donors.

Face-to-Face Fundraising and Donor Engagement
• Manage a portfolio of donors and prospects: identifying, cultivating, soliciting and stewarding as appropriate.
• Securing four and five figure gifts through face-to-face cultivation and solicitation of College alumni and friends.
• Monitor and report alumni participation rate annually, and periodically as required.
• Manage enquiries from donors, prospects, and other members and well-wishers in a welcoming, friendly and helpful manner, ensuring that their requests are acted upon speedily and efficiently.
• Manage relationship and fundraising coordination for the Friends of Clare Music scheme, working closely with the Director of Music and Chapel Administrators.
• Work closely with the Alumni Officer to enhance the fundraising strategy for YGRs, alumni, and parent volunteers.
• Work closely with the Alumni Officer to continue to build the Parents’ Fund with the target to grow the scheme’s participation rate and income.
• Identify high level legacy prospects for potential face-to-face visits.
• Promote the Samuel Blythe Society and the idea of legacy giving to secure new legacy pledges and strengthen relationships with existing legators.

Data and Reporting

• In partnership with other team members, ensure business practices and data entry standards are improved and adhered to.
• Contribute, as required, to the input, reconciliation and reporting of financial data in the Quarterly Report, especially that which pertains to regular giving, annual giving and legacies.
• In partnership with other team members, maintain the transfer of information between the alumni website and the alumni database (currently Raiser’s Edge), ensuring that information is entered consistently, accurately and in a timely fashion.

Further Aspects

• Representing the Alumni and Development Office within College and representing the office at external and alumni events.
• A more senior candidate may have significant scope to deputise for the Director of Development and Deputy Development Director when required.
• Raising awareness of the work of the Alumni and Development Office amongst the current students and promoting student involvement in the Office’s work where appropriate.

Person Specification

Qualifications

• Educated to degree level (Essential)

Skills and Experience

• Successful track record in managing regular giving programmes and telephone fundraising campaigns ideally gained within a Higher Education context (Essential)
• Previous experience working within an Educational Fundraising (Desirable)
• Competence with MS Office suite and relational databases (Essential)
• Experience of the Raiser’s Edge (Desirable)
• Experience with face-to-face fundraising (Desirable)
• Experience with communications and design programmes such as Mailchimp, InDesign (or similar), and websites (Desirable)

Attributes

• Strong written communication and numeracy skills (Essential)
• Strong intellectual capacity with keen attention to detail (Essential)
• Able to think creatively, with a positive approach to problem solving (Essential)
• Able to form positive relationships with alumni, students, staff and others who have a stake or interest in the College (Essential)
• Show strong commitment to the College and be prepared to learn quickly (Essential)
• Able to work on his/her own initiative and as a part of a team (Essential)
• Possess patience, tact and political sensitivity needed to manage relationships within College and with its external supporters (Essential)

Details

Hours of Work

Usual hours of work between 8.45am-5pm (36.25 hours a week), but flexibility for evening and weekend work is required (e.g. alumni events and running the annual telephone campaign). TOIL may be given at the discretion of the line manager for particularly busy periods, such as for the phone campaign. The postholder is entitled to 26 days holiday each year, in addition to public holidays.

Salary and Conditions

Remuneration will be between £27,000 - £32,000 dependent on experience. There will be a six-month probationary period. The post-holder will be eligible to join the College’s contributory pension scheme after three months’ service. The full range of benefits available to all staff can be found on our website Staff Benefits - Clare College Cambridge.

Clare College is a non-smoking environment.