JOB DESCRIPTION
Gifts, Administration and Finance Officer
Development Office

Reporting to: Deputy Development Director

Job Description: The Gifts, Administration and Finance Officer manages and implements all gift and financial procedures and are responsible for the stewardship of donations and funds. They provide general administration support to the Development team, help to maintain the Development database and are the first point of contact for general enquiries via email and phone, and between the Development Office and the Bursary.

Job Activities:

FINANCE ADMINISTRATION AND STEWARDSHIP

1. Record all gifts, pledges and legacies on the database and ensure procedures are up to date.
2. Acknowledge all donations in a timely manner in accordance with office policies, including the production of handwritten cards and letters utilising templates.
3. The production of acknowledgement and miscellaneous letters for the Master in coordination with the Master’s Office and the Development Director.
4. Implement other donation administration tasks as required, including Gift Aid reclaim.
5. Conduct monthly batch report and reconciliation of gift, pledge and fund data with the bursary
6. Responsible for Stewardship donor mailing and Stewardship calendar, working in partnership with team members to implement and improve Stewardship activities.
7. Establish and manage a database driven stewardships system in consultation with the Financial Tutor, Development and Bursary colleagues.
8. Overseeing the Development Office iDocs portal, ensuring paperwork is inputted correctly and training team members where necessary
9. Process all non-event invoices for approval by the Deputy Director.

DATABASE

10. Maintain and update the development database (Raiser’s Edge), ensuring that information is entered consistently, accurately and in a timely fashion.
11. Liaise with constituents by letter, email or telephone regarding changes of address or other updated information.
12. Liaise with other departments in the College and other bodies in the University to update the database with information about current and graduating students.
13. Liaise with the Cambridge University Development Office to exchange, on a monthly basis, the information specified in the Code of Practice, including deceased notifications and letters of condolence.

TELETHON

14. Support the Senior Development Officer in his/her efforts to engage students and recent alumni in Clare activities and programmes.
15. Assist the Senior Development Officer with the Telethon recruitment, interviews and supervision.
16. Manage and implement procedures for telephone donations, including all gift administration and the input of data into external portals (e.g. Donor Debit).

ENGAEMNT

17. Cooperate with the Tutorial Office and the Alumni and Supporter Engagement Associate to engage current students during Matriculation and Graduation, including the Freshers’ Welcome.

GENERAL

18. Manage the general administration of the Development Office, especially the daily collection and dispatch of post, stationery orders, and filing.
19. Overseeing and responding to queries by email to the department’s two generic email addresses.
20. Dealing with enquiries from donors, prospects, and other members and well-wishers in a welcoming, friendly and helpful manner at all times, and ensuring that their requests are acted upon speedily and efficiently, including tours of the College and the creation of CamCards.
21. Assisting the Development Director, Deputy Director and Development Officers with such administrative duties as may reasonably be required.

September 2021