



Development Assistant

Development Office

JOB DESCRIPTION

Reports to: Fellow for Development and Deputy Development Director

Job Description: The Development Assistant is a pivotal member of the Development Office team, providing administrative support to the Fellow for Development and other team members across a wide range of development activities including fundraising, stewardship, events and communications. The Development Assistant is responsible for maintaining the Development Office database (Raiser's Edge) and for producing reports and running queries to support development activities. The post holder is also the first point of contact for general enquiries via email and phone, and underpins the smooth running of the office as a whole. This role is ideally suited to a recent graduate and/or someone wishing to build a career in the development sector.

Principal tasks:

Database

1. Maintain and update the development database (Raiser's Edge), ensuring that information is entered consistently, accurately and in a timely fashion.
2. Run queries and produce reports from Raiser's Edge to support development activities.
3. Liaise with constituents by letter, email or telephone regarding changes of address or other updated information.
4. Liaise with other departments in the College and other bodies in the University to update the database with information about current and graduating students.
5. Liaise with Cambridge University Development and Alumni Relations to exchange, on a monthly basis, the information specified in the Code of Practice, including deceased notifications.
6. Send letters of condolence.

Events

7. Assist the Events Officer, including processing events bookings and enquiries.
8. Help organise student events, such as careers networking.
9. Attend alumni and stewardship events as required, and assist with the general administration of the events programme.

Fundraising, Stewardship & Communications

10. Acknowledge donations in a timely manner in accordance with office policies, including the production of handwritten cards.
11. Assist with bespoke stewardship activities, gathering relevant information from the Bursary, Tutorial Office and other College departments.
12. Assist fundraisers with prospect research.
13. Support the Development Office's communications and social media through helping to gather stories and identify potential speakers/contributors from the Clare community.
14. Assist in sending out discrete newsletters, e.g. Friends of Clare Music, Clare Boat Club and subject-specific mailings.

General

15. Manage the general administration of the Development Office, especially the daily collection and dispatch of post, stationery orders, and filing.
16. Oversee and respond to queries by email to the department's generic email address.
17. Deal with enquiries from donors, prospects, and other members and well-wishers in a welcoming, friendly and helpful manner at all times, ensuring that their requests are acted upon speedily and efficiently, including tours of the College and the creation of CamCards.
18. Assist with such administrative duties as may reasonably be required.
19. Oversee the Development Office iDocs portal, ensuring paperwork is inputted correctly, and processing all invoices for approval.

PERSON SPECIFICATION

Essential	Desirable
Educated to degree level or equivalent experience	Knowledge of collegiate Cambridge in general and Clare College in particular
Accuracy and attention to detail	A good knowledge and understanding of the Raiser's Edge database or other CRM systems
Ability to manage multiple tasks, work calmly and accurately under pressure, and plan work to meet firm deadlines	Experience of working in development or alumni relations, or in a higher education setting
Excellent communication skills, both written and verbal	
Experienced user of Microsoft packages, including Word, Excel and Outlook	
Ability to act professionally, honestly and with integrity as an ambassador for the College	
Pleasant and polite telephone and email manner	
Helpful and friendly approach when working with a wide range of people	
Ability to think creatively and respond quickly when dealing with problems	
Ability to work individually with initiative but also to contribute to the team	
A willingness to work flexibly where occasional weekend and evening work will be necessary	

Hours and salary

Salary will be in the region of £22,000–£24,000 per annum, depending on experience. The full-time hours for this post are 36.25 hours per week. TOIL is negotiable with the Line Manager for busy periods. The post-holder will be entitled to 26 days' annual leave per annum, excluding Bank Holidays. The post-holder will be eligible to join the College's contributory pension scheme after six months' service. Lunch is available.

There will be an initial six-month probationary period.

Clare College is a non-smoking environment.