WORCESTER COLLEGE
OXFORD

JOB DESCRIPTION & PERSON SPECIFICATION

Post	Development Coordinator
Department	Development
Reports to	Deputy Development Director
Job grade	6
Date	January 2025

The College

Worcester is one of the 39 constituent colleges of the University of Oxford. It occupies the 26-acre site on the western side of the city where the Benedictines first founded Gloucester College in 1283. The College aims to be forward-looking and has c. 400 undergraduates and c. 200 graduate students; of these 260 students live within the boundaries of the College itself, and a further 200 live in College accommodation located within 300 metres of the College Lodge.

Like all Oxford colleges, Worcester is an independent self-governing institution regulated by the Charity Commission. The Governing Body comprises the Provost (Head of the College), who chairs it, and 54 further Fellows, one of whom holds the office of Tutor for Admissions: together they are responsible for the admission and tuition of students, for the welfare of all students and staff, and for the College's finances.

The Development Office

The Development Office at Worcester College was established more than thirty years ago. It is responsible for fostering, maintaining and deepening relationships with our community of circa 9,400 alumni ('Old Members') and friends in 99 countries, as well as all aspects of College fundraising. Fundraising provides a crucial part of the College's income, and the post-holder will be a key member of this important team.

With an effective strategy and growing engagement from Old Members, it is an exciting time to join the friendly and dynamic Development team, working in a lively office environment. The Office currently consists of the Development Director, plus six others.

The postholder will report directly to the Deputy Development Director and will be expected to work in a supportive and friendly way with all members of the Development team, and regularly collaborate with colleagues across the College.

Job Purpose

The purpose of the role is to provide research and administrative support to the Development Director and Development Office, to enable smooth running. This may include prospect research, database updates, drafting of correspondence, drafting reports for donors, assisting event preparation, pipeline management and general administrative duties.

The post-holder will deal with a wide range of matters on behalf of the Development Director, sometimes of a highly confidential nature, and will often liaise with influential and high-net-worth individuals.

The post-holder will be the Development Office first point of contact for Old Members and donors.

Key Responsibilities

The jobholder will be responsible for:

First point of contact:

- Acting as the first point of contact for Old Members, supporters and other high-profile visitors to College. Answer general enquiries via phone, email, and in person, redirecting enquiries as required. Liaise across College to book accommodation on behalf of visitors and make parking arrangements.

- Managing the shared Development inbox and ensuring communications are dealt with in a timely manner: this will include enquiries about events, room bookings, donations, and updating the College of news, careers or similar. Triage messages to other members of the team or other teams within the College as needed.

Development Director Support:

- Managing the diary of the Development Director, using initiative and judgement to juggle the competing demands. Develop relationships with a range of stakeholders and high-net-worth individuals, and in-person and online meetings, on behalf of the Development Director. Be ready to make adjustments to the schedule, adapting as required to circumstances.

- Establishing a close working relationship with the Provost's Office, in particular the Provost's PA, scheduling regular meetings to understand priorities and manage diaries.

- Making arrangements for internal and external meetings, including arranging appropriate catering for meetings held in College and other venues. Prepare and circulate papers, agendas, minutes and draft briefing notes as appropriate.

- Making complex travel arrangements for UK and international travel for the Development Director, to include: obtaining visas where necessary, booking hotels and arranging currency, confirming and reconfirming meetings and providing remote support during trips. Preparation and co-ordination of travel itineraries with the Provost's PA when travelling to see alumni abroad.

Research and donor relations:

- Assisting with stewardship of donors by contacting College members to coordinate reporting.

- Compiling and writing formal reports to thank and steward donors.

- Using the internet to research potential donors, record information on the Raiser's Edge database, and help manage a flow of meeting requests from the Development Director and Deputy Development Director.

- Preparing briefing material for meetings with a wide range of stakeholders.

- Researching and compiling profiles of guests before events, using initiative and judgement to ensure information included is comprehensive and relevant.

Admin Support:

- Providing full administrative support on financial matters, in particular, the management of travel, subsistence and other expenses and allowances, invoices for subscriptions, invoices for budgeted team expenditure and supporting the Development Director with annual budget management and planning. Making sure invoices and credit card statements are checked, authorised for payment, and logged against DO budget in a timely manner.

- Providing administrative support to the Development Director and Deputy Development Director to ensure activity and correspondence is accurately recorded on the alumni database.

- Managing and overseeing supply of stationery and other office supplies.

Other Duties

- Any other duties as specified by the Director of Development or Deputy Development Director in order to assist with the smooth running of the Development Office.

- Occasionally assisting with event delivery (online or in-person) and being available for some pre-agreed events on the day to greet guests.

General obligations

On a personal basis, you are expected to:

a. take responsibility for your own personal development and be willing to undertake training to improve your performance and knowledge;

b. provide the highest quality services and work to continually improve standards;

c. comply with the College's Equal Opportunities Policy and treat staff, students, colleagues, Old Members, donors and potential employees with dignity and respect at all times;

d. understand your responsibilities under Worcester College's policies and procedures and ensure that you comply with them;

e. perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

The job description may from time to time be amended by the College and in addition to the duties set out in it, you may be required to undertake additional or other duties within your professional capabilities as are necessary to meet the needs of the College.

Person Specification

Candidates will be assessed based on the criteria set out below and should ensure that their application provides evidence of how they meet the criteria. Examples of relevant experience

need not be just from work, candidates may wish to give examples from study, voluntary work or skills gained in their family or social life.

This role will suit someone who is proactive, able to take the initiative, and enjoys being part of an engaged team. There may be opportunities to develop further fundraising skills if that is of interest to the post-holder.

Criteria	Essential	Desirable
Qualifications		
• good general education to a minimum of A-level standard, or equivalent	E	
• experience of studying post-A-level, whether through a bachelor's degree, in continuing education or professional development (whether full or part-time) would be an advantage		D
Skills, Experience & Knowledge		
• proven organisational and administrative skills	E	
• proven problem-solving skills	E	
• excellent communication skills, written and oral	E	
• strong skills in drafting and formatting documents /communications that present a clear narrative, are logically set out and are easy to comprehend	E	
• ability to establish effective working relationships at all levels, with external and internal contacts	E	
• ability to prioritise a fluctuating workload	E	
• ability to work under pressure and respond flexibly to changing situations	E	
• self-motivation and willingness to work independently and as part of a team	E	
• judgement to know when to take initiative and when to seek advice	E	
• literate and numerate	E	
• accurate, with an eye for detail and solid grasp of spelling and grammar	E	
• computer literate, with experience of Word, Excel and databases	E	
• experience of using relationship databases such as Raiser's Edge NXT		D
• previous experience of working in a Development Office/Oxbridge college environment, or HE sector more broadly		D
• experience of event organisation/administration		D
• experience of dealing with alumni, donors or high-net-worth individuals and/or providing excellent customer service		D
Personal Qualities		
• can-do and positive attitude	E	
• highly organised and conscientious	E	
• team player	E	
• calm under pressure and solution-oriented	E	

• flexible and adaptable	E	
• highly motivated		
• sound professional judgement and confidence to make judgement calls when appropriate	E	
Circumstances		
• A flexible approach will be required as some evening and weekend work will be required to support alumni events (perhaps five per year), although this will usually be known about and planned for well in advance.	E	
• The post-holder will be expected to be in the office on-site a minimum of four days per week, as we are a cheerful team who enjoy working together in-person and appreciate the benefits that brings. Flexible working requests may be considered.	E	

APPLICATION AND APPOINTMENT PROCEDURE

Applications should be sent by email to the Human Resources Department at recruitment@worc.ox.ac.uk by **12 noon on 14th February 2025.** Applications should be in the form of a single Word file/ PDF with the applicant's surname in block capitals as the first word of the document title.

Applications should comprise of:

- a completed application form (including the names and addresses of two referees)
- covering letter
- a CV

Applicants are also asked to submit the **Diversity Declaration form** separately (to recruitment@worc.ox.ac.uk).

Late applications will not be accepted.

Informal enquiries may be made to the Director of Development Viola Kerr (viola.kerr@worc.ox.ac.uk) or Deputy Director of Development Millie Papworth (millie.papworth@worc.ox.ac.uk).

Appointments will be subject to the provision of proof of the right to work in the UK. To comply with UK employment legislation successful candidates will be required to provide documentary evidence of their eligibility for employment before starting work with the College. Further information is available at https://www.gov.uk/browse/visas-immigration.

In 2017 the Governing Body of Worcester College made a formal commitment to building a more socially and culturally diverse community. As part of our diversity strategy, we are actively seeking excellent candidates from groups which are under-represented on our staff: Black and minority ethnic candidates, and women of all ethnicities.

Please note that any personal data submitted to the College as part of the job application process will be used only for the purposes of determining suitability for the post and processed in

accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the College's Privacy Notice for Job Applicants at: http://www.worc.ox.ac.uk/about/policies-and-procedures/privacy-gdpr.