Job Description

Summary

Job title	DARS Senior User Engagement Officer
Division	University Administration and Services
Department	Development and Alumni Engagement
Location	University Offices, Wellington Square, Oxford OX1 2JD - but you may be able to agree a pattern of regular remote working with your line manager.
Grade and salary	Grade 7: £36,024 - £44,263 per annum with possible extension to £48,350
Hours	Full time (37.5 hours)
Contract type	Permanent
Reporting to	DARS User Engagement Team Lead
Vacancy reference	173358
Additional information	Applications are welcome and encouraged from all sectors of the community and are especially keen to encourage candidates from under-represented groups to apply. The Development Office is committed to equality and values diversity.

Development and Alumni Engagement (DAE)

DAE is led by Liesl Elder who, as Chief Development and Alumni Engagement Officer at the University of Oxford, reports directly to the Vice-Chancellor. DAE's mission is to help secure philanthropic support for the University, and build an engaged, informed and active alumni community. Through working in partnership with academic, development, and alumni colleagues throughout the collegiate University, DAE builds enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and increases financial support for agreed academic priorities.

The office is one of the central administrative departments of the University, collectively known as University Administration and Services. Due to the nature of its work, DAE collaborates closely with a number of other units and teams, particularly Public Affairs, Finance, Research and Legal.

In 2019, the University and the colleges completed the *Oxford Thinking Campaign*, which raised £3.34bn, and is the most successful higher education fundraising campaign in Europe. The University is currently planning its next major campaign and, as a member of DAE, the post holder will have a key role to play in helping realise its successful delivery.

In addition to front-line fundraising and alumni engagement staff, DAE has a number of teams that cover particular support functions. These include:

- Donor Relations
- Events
- Research
- International Engagement

- Development and Alumni Relations Systems (DARS) (which supports the Development and Alumni Relations database)
- Communications
- Marketing and Insights

It also works closely with Gift Registry, part of the Finance Division, which records and processes donations received by the University and on behalf of colleges. In addition, there are four overseas offices whose remit includes development and alumni engagement; these offices are located in North America, Japan, Hong Kong, and Switzerland.

For further information please visit: Development Office (ox.ac.uk) and HOME | Oxford Alumni

DAE is committed to equality and values diversity. The University holds a silver Athena Swan award to recognise advancement of gender equality: representation, progression and success for all.

The role

Key relationships: Members of the DARS Process and Training Team and DARS Support Centre; members of Development and Alumni Engagement; members of IT Services; Departmental and College development staff; other administrative staff as appropriate.

Purpose: To meet the objectives outlined below and other key strategic priorities as identified by the University.

The post holder will be able to use the support services provided (accounting, database, communications, stewardship and research). The post holder will be based in central Oxford, but they may be able to agree a pattern of regular remote working with their line manager.

The line manager will regularly review progress. There may be opportunities for career development within the office structure. DAE seeks to support and encourage staff to help them reach their potential, providing access to appropriate courses and training whenever possible, as well as a comprehensive induction process.

DAE's work covers a wide range of activities and priorities which will inevitably change from day to day. All staff operate as a team, and, while each has their own responsibilities, they are expected to assist each other in peak periods. The post holder will need to become conversant with the University as a whole and especially with the numerous academic staff and volunteers.

Development and Alumni Engagement has implemented an advanced constituent relationship management system, known as the Development and Alumni Relations System (DARS), which is available to support development and alumni relations activity across colleges, faculties, departments, administrative units, international offices, recognised alumni societies, and sports and other entities associated with the University (known as Participants). Live since 2009, the primary purpose of this System to provide a common source of data on all alumni, donors and friends of the collegiate University.

The underlying database comprises data that have been collated by the University and each of the Participants, and the intention behind this shared resource is to improve mutual understanding, by enhancing the quality of our communication at all levels and developing a better appreciation of our relationship with alumni, donors and friends. DARS includes a relationship management and fundraising database with analysis and reporting tools called Blackbaud CRM (BBCRM) and an integrated web portal for alumni to update their own contact details and book places on events called Blackbaud Internet Solutions (BBIS), alongside several other smaller software tools. The System is currently used by members of UODO and the Alumni Office and by around 50 other departments and colleges. For the purposes of the Data Protection Act 2018 ("the DPA"), the University and the applicable Participant(s) are joint "data controllers" of the personal data held in DARS.

The DARS Support centre, which supports the DARS system, is comprised of three teams: User Engagement, Data & Migrations, and Application Support This particular role is that of a member of the User Engagement Team. The

Support Centre is responsible for driving forward the use of DARS to support the collegiate University's fundraising and alumni relations objectives and providing support to all current Users via the DARS Service Desk. It also helps to ensure that processes within the System are undertaken appropriately and in accordance with the DPA at all times. The Support Centre also more closely supports UODO in its management and usage of DARS, and acts to facilitate positive and responsible collaboration between DARS Participants and currently non-participating colleges, faculties, departments, administrative units, international offices, recognised alumni societies, and sports and other entities associated with the University.

This post primarily focuses on user engagement, learning and development as well as business partnerships and customer services. It involves improving business processes in accordance with DARS, managing and nurturing relationships with business partners, creating and delivering and updating training courses, and producing various learning materials for DARS. Working within the User Engagement Team, and reporting to the User Engagement Team Lead, the post holder will be responsible for process mapping and project support, one-to-one coaching sessions, facilitating workshops and presentations, and offering floor-walking support, as necessary. As such, this post holder will play a key role in driving forward the use of DARS to support the collegiate University's fundraising and alumni relations objectives and providing a wide range of support to all current Users via the DARS Service Desk.

The User Engagement team also more closely supports UODO in its management and usage of DARS, and acts to facilitate positive and responsible processes across DARS Participants. The post holder simultaneously helps to ensure that the System is held and used appropriately at all times.

This is a varied role where the post holder will be expected to use initiative, prioritise their workload and work with minimal supervision. In addition to becoming an expert user of the DARS software, the successful candidate will need to develop an understanding of the business processes used by the DARS user community. The post holder will need to become proficient in the use of various business systems, such as web authoring and eLearning authoring tools (training can be provided in areas where the post holder may be unfamiliar).

Development and Alumni Engagement values

The following points lay down the foundations of DAE's working ethos, culture and values. Aspirational and celebratory in turn, they provide a central framework for individual members of staff and teams, encouraging personal and professional growth.

- **We value each other** – We respect the professional expertise of our colleagues. An approachable, friendly and kind office, we work in an environment where transparency of action and clarity of intent create openness and trust.

- **We work collaboratively** – Whether within our own teams, across DAE, the collegiate University, or beyond, working collaboratively is second nature to us, and enables us to navigate complicated landscapes successfully.

- **We go beyond** – We prize working with a high degree of autonomy and trust, and deliver a wide range of projects to the very highest standards. We are committed to personal, professional development.

- **We are part of something bigger** – Our work supports the strategic priorities of the University of Oxford. We take pride in the contribution we – individually and collectively – make to the University.

Responsibilities

The duties of the post are set out as they are envisaged at present, but it will be important for the person appointed to be versatile and adaptable, and able to contribute to the development of the fundraising and alumni engagement functions of the collegiate University.

- Possess a comprehensive knowledge of the DARS system and act in a consultative role as a product expert when required
- Develop a broad knowledge of the collegiate university, fundraising practices and how alumni relations is undertaken

Learning and Development

- Design, develop, and deliver comprehensive learning and development programs for internal departments colleges.
- Update training courses and learning materials in light of course evaluations, IT functionality enhancements and changes to business processes.
- Collaborate with the DARS Service Desk and Users to pinpoint areas that necessitate supplementary assistance. Develop concise reference materials and eLearning modules addressing these specific subjects.
- Develop educational resources such as guides, online training modules, and seminars.
- Write procedures and protocols where necessary to ensure consistent and accurate system usage and data entry.

Business Partnership

- Provide partners with product and technical support, addressing concerns and queries promptly and thoroughly to maintain high partner satisfaction.
- Offer customised coaching and training sessions for small groups, as well as provide online and on-site support to DARS users seeking help with their training.
- Act as the primary point of contact for partners, gaining deep insight into their objectives, addressing their needs, and ensuring their success with our products and services.
- Visiting Colleges and Departments to provide face-to-face assistance and conduct partnership meetings
- Offer customised coaching and training sessions for small groups, as well as provide online and on-site support to DARS users seeking help with their training.

User Engagement

- Develop and implement strategies to increase user engagement and satisfaction.
- Analyse user feedback and data to identify areas for improvement and innovation.
- Coordinate with internal teams to ensure user needs and feedback are integrated into product enhancements.
- Create and manage user communities, forums, and events to foster a sense of belonging and active participation.
- Provide extensive support to the DARS user community

Other

- Any other duties which are requested by Development and Alumni Engagement and are commensurate with the grade of this post. It is essential that the post holder develops good professional working relationships with the other members of the team, or temporary staff employed in such a role from time to time.
- Oversee the work of team members, assume leadership in collaborative projects, or in the absence of the team leader, and manage the coordination of work and responses to users; allocate and prioritize tasks in the work queue.

- Supervise other team members' work; take the lead in joint tasks, or when the team leader is absent, and coordinate the work and responses to users; assignment and prioritisation of the work queue

Selection criteria

Essential selection criteria

1. A good general level of education

2. Outstanding written and verbal communication skills, including the ability to relate confidently and effectively to users at all levels and all abilities, and via all appropriate mechanisms including email, telephone, face-to-face and screen-sharing.

3. Excellent interpersonal and customer service skills; with the ability to show good judgement, tact and discretion, supporting individuals at all levels of ability and seniority, confidently and professionally.

4. Experience of designing, administering and delivering IT training to end users, preferably both online and in person, presenting content on training courses logically and clearly.

5. Experience of developing learning materials including but not limited to training manuals, quick reference guides, video tutorials eLearning tools, and presentations to support training courses and the user community's business processes.

6. Excellent organisational skills, with the ability to manage own work successfully without day-to-day supervision and to deal with multiple tasks at once, and a proven track record of working effectively as part of a wider team.

7. Proficient in utilising Word and Excel, creating impactful PowerPoint presentations, and possessing expertise in Excel functions. Additionally, well-versed in various file types and formats, with a comprehensive understanding of software applications such as content development, email, and web browsers.

8. Proven project management experience

9. Adaptable, versatile and reliable attitude, with good time-keeping skills and a commitment to continuous improvement, learning and personal development.

10. Proficient in utilising Learning Management systems (LMS), demonstrating a track record of effectively manging online educational platforms to facilitate learning experiences.

11. Customer centric, account management or business partner experience

Desirable selection criteria

1. A recognised training qualification (such as TAP, CIPD or MCT).

2. Experience of working in the Higher Education sector, or within a fundraising or alumni relations role.

3. Ability to write data queries to enable the efficient and accurate extraction of data from the database in a number of formats and to manipulate and re-order data in ways to make it acceptable to users.

4. Experience of creating and editing web pages using HTML and/or a web authoring tool, along with knowledge of related web technologies such as CSS, JavaScript or Query.

5. Knowledge of the DARS system as used at the University of Oxford; or other comparable fundraising or relationship management software (such as Blackbaud Raise's Edge, Microsoft Dynamics, Salesforce)

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: https://www.jobs.ox.ac.uk/pre-employment-checks

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Lone Working

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website https://www.jobs.ox.ac.uk/how-to-apply.

You will be asked to send a CV and a letter of application. The letter must explain why you are interested in the role and explain how you match the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please submit all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
https://staff.web.ox.ac.uk/recruitment-support-faqs

Non-technical questions about this job should be addressed to the recruiting department directly to recruitment@devoff.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy. The University's Policy on Data Protection is available at: https://compliance.admin.ox.ac.uk/data-protection-policy.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: https://hr.admin.ox.ac.uk/the-ejra.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: https://hr.admin.ox.ac.uk/the-ejra.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See https://hr.admin.ox.ac.uk/staff-benefits

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and https://www.sport.ox.ac.uk/.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See https://welcome.ox.ac.uk/

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See https://hr.admin.ox.ac.uk/my-family-care

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see https://childcare.admin.ox.ac.uk/

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see https://edu.admin.ox.ac.uk/disability-support

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at https://edu.admin.ox.ac.uk/networks

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.