

Summary

Job title	Development Officer - Student Support
Division	University Administration and Services
Department	Development and Alumni Engagement
Location	University Offices, Wellington Square, but hybrid working is available.
Grade and salary	Grade 6: £32,332 - £38,205 per annum with possible extension to £41,732.
Hours	Full time (37.5 hours)
Contract type	Permanent
Reporting to	Deputy Head of Development – Student Support
Vacancy reference	171681
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. Development and Alumni Engagement 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 \(ox.ac.uk\)](https://development.ox.ac.uk) and [HOME | Oxford Alumni](https://home.ox.ac.uk)

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

Fundraising for Student Support focusses on different areas of the student experience, including access and undergraduate support, and supporting the University's strategic ambition of funding increased postgraduate scholarships. The Student Support team also fundraises for Continuing Education and Sport and this role may be required to support this.

The post holder will recognise and embrace the value of adopting a collaborative and internally transparent approach to fundraising within the collegiate University structure. The post holder will work closely with colleagues in Development and Alumni Engagement, Departments related to the Student Experience including the Careers Service, Oxford Colleges, Central Administration, Divisions and international offices to maximise gift potential from prospects who may have multiple connections and enthusiasms.

The purpose of the role of Development Officer is to:

- Raise philanthropic income for small projects within the Student Support portfolio at the Pan-University level and manage all student support direct mail campaigns etc.
- Provide effective stewardship for donors and identify from the activities above those with the potential to be major donors of the future.
- Provide a first point of contact for colleagues, providing advice and support on Student Support priorities, principally, scholarships and outreach

This role would be ideal for someone at the early stages of a fundraising career who now wishes to take on the challenge of developing their own small portfolio of prospects and manage mass appeals, while also gaining experience of high-level stewardship, reporting, prospect research, events and fundraising more generally, within a broad and varied environment. They will be comfortable with working to targets each year.

The Development Officer will be a skilled communicator with a strong eye for detail, and a commitment to developing their career in higher education fundraising. The postholder will have the ability to establish and maintain relationships with a broad range of stakeholders, including senior academic and administrative staff, individual donors and foundation trustees. They will be able to communicate complex projects in straightforward and engaging ways; to plan and execute high-level events; and to manage multiple tasks and deadlines.

Key relationships: Deputy Head of Development – Student Support; Head of Development – Student Support and other members of the Student Support, Sport and Continuing Education team. Executive Director of Development; Other teams including Development and Alumni Engagement, Administrative staff of University departments including Undergraduate Admissions and Outreach, Student Fees and Funding, the Careers

Service and Student Welfare; Academic staff of academic departments; Public Affairs, External Relations staff and Colleges.

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

The line manager will regularly review progress. There may be opportunities for career development within the University structure. Development and Alumni Engagement 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.

The culture of Development and Alumni Engagement is professional, collaborative and service-oriented, and values transparency, adaptability, trustworthiness, tenacity, energy, drive and the ability to act as an ambassador for the office and for the collegiate University.

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 function of the collegiate University.

The work of Development and Alumni Engagement 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 professional and academic staff and volunteers.

Development and Alumni Engagement values

The following points lay down the foundations of the working ethos, culture and values of DAE. 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 function of the collegiate University.

Fundraising

- Be responsible for a fundraising target of £250,000, by securing gifts of between £5,000 and £50,000. To achieve this, you will take responsibility for identifying, approaching and cultivating a pool of prospective donors in order to secure their giving. This will require the post holder to be well organised in managing a portfolio of prospective and existing donors.

- To work with the Head of Development – Student Support and the Deputy Head of Development – Student Support, to provide donor research and other areas of support necessary.
- To adhere to best practice in all internal and external communications, particularly when dealing with multiple stakeholders
- To undertake prospect research to build your pipeline of prospects.
- To support the delivery of high-quality donor and prospects events as required.

Marketing and Insights and Research

- To provide administrative support for any planned fundraising mailing and media campaigns, co-ordinating the timing, messaging and data where required.
- To conduct detailed analysis and reporting to identify new prospective donors, and provide accurate and helpful information on current and prospective donors in advance of prospect meetings and events, in conjunction with the Research Team when required.
- To assist with the implementation of the development communications strategy (including mailings, electronic communications and website-updating).

Stewardship

- Coordinate with colleagues to ensure Be effective and appropriate plans are in place for the stewardship of all Student Support donors. This will include liaising with the Donor Relations, Events and Legacies team over University wide events, nominations for recognition (e.g. the Vice-Chancellor's Circle), as well as considering stewardship strategies for lower level donors.
- Write reports for a number of Student Support donors, as directed by the Head and Deputy Head of Development.

Management of Records and Reporting

- You will ensure that a current and accurate record of all development strategy and activity for which you are responsible is maintained on the Development Office's database (DARS) and ensure that the Director of Development – Pan University and Head of Development - Student Support are fully briefed on your fundraising portfolio activity and developments.
- You will adhere to fundraising best practices and ensure that the use of data and collection of consent complies with legal requirements.

Internal Communications

- You will be seen as a day to day contact for Student Support fundraising, providing advice and guidance on Student Support related fundraising systems and processes, prospect and project information, answering queries, providing updates and feedback.
- When needed you will update and engage with other fundraising teams in the Development Office and collegiate University, regarding Student Support development projects and priorities, to maximise opportunities for fundraising.

Other duties

- You will carry out any other duties which are requested by the line manager and are commensurate with the grade of this post.

Selection criteria

To be assessed by application/cv/exercise/interview

Essential selection criteria

Experience and knowledge

- A good general level of education
- Fundraising or Alumni Relations and/or business development/marketing experience
- A demonstrable interest in higher education and in particular the University of Oxford, and its goals in teaching and research
- Confident use of the Microsoft™ Office toolset and the Internet, and broad competence in a range of software applications including email, web browsers etc.

Skills and abilities

- An ability to think about the relations between potential donors and fundraising goals
- Excellent communication skills, both written and verbal; the ability to be highly creative in producing materials and to understand how to articulate projects for prospective and existing donors
- The ability to manage and develop relationships with volunteers, donors and prospective donors; good listening skills are essential.
- The ability to translate data and technical information into compelling narratives that can be shared with donors.

Attitudes

- Keen to pursue a career in fundraising
- An interest in higher education and in particular social mobility and enabling greater access and opportunity for all to access a world class education

Desirable selection criteria

- Experience of using the Development and Alumni Relations Database (DARS) or other prospect management tools or fundraising databases
- Experience of desktop design/publishing software

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 to 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>.

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

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a letter of application. The cover letter must explain how you meet each of 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)

Please upload 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 at

recruitment@devoff.ox.ac.uk

To return to the online application at any stage, please go to: <https://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.