



University of Oxford
**St Edmund
Hall**

**Job Description – Further Particulars
Development Operations Officer**

1. The College

St Edmund Hall is one of the constituent colleges of the University of Oxford and currently has about 70 academic staff (Fellows and Lecturers), 420 undergraduate students, 350 graduate students and 40 visiting students. Students are admitted in a range of subjects.

The first documented reference to St Edmund Hall is from 1317, which indicates an earlier foundation. Although Oxford's oldest colleges date to the mid-thirteenth century, it was not until the sixteenth century that the colleges commonly admitted undergraduates. St Edmund Hall therefore has a claim to be the oldest surviving academic society to house and educate undergraduates in any university – and it continues to provide an inspiring home for our students today.

The College launched its first strategy on 1 October 2019, encapsulating the Hall's vision for the next 10 years, covering 2019-2029. It aims to move our inspiring and historic institution into the next century, keeping it as relevant to students of the future as it has been in the past and is today.

General information about the College is available at www.seh.ox.ac.uk.

2. Introduction to the Development and Alumni Relations Office (DARO)

The Hall has an alumni constituency of approximately 11,000 Old Members – called Aularians (from *aula*, Latin for *hall*). DARO runs an extensive events and communications programme designed to foster and deepen relationships between the Hall and its alumni and to secure financial support from alumni and other friends of the Hall. DARO comprises of a team of six; the Director of Development, the Deputy Director of Development, the Head of Alumni Relations, a College Events Officer, the Regular Giving Officer and this post, the Development Operations Officer. Whilst each member has specific responsibilities, considerable teamwork is expected. The College launched the [HALLmarks campaign](#) in 2022, a ten-year £50m Campaign that will deliver vital and visionary investment in the physical, intellectual, pastoral and cultural aspects of the 800-years-old College. The Hall has raised nearly 30% of its total to date and we are reaching out to our alumni and friends to help us achieve our £50m goal by 2030.

3. The Role

The Development Operations Officer is a key member of the Development and Alumni Relations team and responsible for the operational and administration of the department, including managing and maintaining the DARS database which underpins all DARO's activities and other Development and Alumni Office projects and tasks.

The appointee will also support fundraising by proactively identifying new prospects by researching alumni, interrogating the DARS database and using other identification techniques. They will also manage the stewardship cycle of reporting for key donors and support the Regular Giving Officer in their activities through gift processing and reporting.

4. Reporting to:

The Director of Development.

5. Job Description

Donor Stewardship and Campaign Reporting

- Managing and collecting stewardship reports from students and fellows, compiling reports for sending to donors.
- Produce donor lists and other information as required for the donor boards and annual magazine each year.
- To be responsible for coordinating and delivering tours of the College

Database & Record Management

- Database management on the University's database (DARS), ensuring accurate records are kept of current and former students.
- Creation and running of reports and queries on the database as requested.
- Devising and implement database protocols to ensure consistency and ensuring other members of the team are aware of best practice.
- To work alongside the College Office, Governance Officer and Finance team to set up awards and prizes, recording on DARS and ensuring donors' wishes and intentions are recorded.

Support for fundraising and regular giving

- Help major gift fundraising by helping with the creation of proposals and cases for support, in liaison with the Director of Development and Deputy Director of Development.
- Contribute to meetings with senior staff when appropriate on the development strategies for major prospects.
- Provide operational support for the Regular Giving Officer for projects including giving days, telephone campaigns and direct mail fundraising.

Events and Communications

- Produce briefing reports on guests attending events.
- Attend and provide administrative support for events throughout the year, some of which may be in the evening or at weekends (for which time off in lieu will be granted).
- Provide general proof reading for communications as needed by the Head of Alumni Relations.
- Support the Head of Alumni Relations with the sending of news briefings and e-publications, mailing lists for events and reconciling event booking payments.

Prospect Research

- In consultation with the Director of Development and Deputy Director of Development, identify, research and prioritise donor prospects.
- Research and produce detailed research profiles on individuals, companies and trusts for major donor solicitation meetings, using DARS, publications and online resources.
- To be responsible for the overall management of wealth screening data, produce reports and analysis, and ensure its correct use and maintenance of data integrity.
- To be responsible for the ongoing maintenance of research materials and subscriptions.
- Any other research as required by the Director of Development.

Development Office Administration

- Be the first point of contact for routine Development and Alumni queries (telephone, email and post) and visitors dealing with as many queries as possible personally. Manage the generic office e-mail account.
- Process single and regular gifts from donors and updating the database regularly including processing of tax receipts and monthly reconciliations with Accounts.
- Provide support to the Director of Development with travel arrangements and preparation for meetings.
- Deal with the department's post daily, forwarding mail to colleagues and alumni where necessary, organise the filing system and keep filing up to date, check stationery and merchandise levels and place orders.
- Provide administrative support for DARO internal meetings, away days, Development Committee meetings and related activities.

The appointee will also be expected to carry out such other duties as the Director of Development may from time-to-time request, commensurate with the grade and responsibilities of the post. The above provides an indication of the nature of the role and is not intended to be exhaustive.

6. Selection criteria/Person specification

Requirements	Essential and desirable criteria	
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Education/qualifications		
Educated to degree standard or equivalent professional experience and must possess the ability to show initiative and form positive relationships within the College environment.	√	
Experience		
Experience of using databases ideally a relational database such as DARS or Raisers Edge but full training will be given.	√	
Experience in GDPR administration and an understanding of how it impacts on database management, data retention, consent and prospect research.	√	
Experience of carrying out prospect research in a charity, higher education or an equivalent establishment.		√
Previous experience within a development environment.		√
Skills, Competencies and Abilities		
Excellent interpersonal, social skills and cultural understanding with the ability to work as part of and contribute to the work of a wider team.	√	
Confident numeracy, written and communication skills, with the ability to converse effectively and convincingly with a range of people.	√	
Excellent IT skills appropriate to a Windows-based office and the preparedness to learn new applications as required.	√	
Strong organisational skills, with an ability to work to multiple deadlines and to prioritise workloads.	√	
A flexible and adaptable attitude towards duties, including a willingness to work cooperatively and collaboratively to meet the fluctuating needs of the department which may include some travel within the UK and abroad and working out of hours with the ability to represent the Hall in a variety of situations.	√	
Ability to work independently and decisively when the situation demands it.	√	
Have an understanding of the complex nature of an Oxford College.		√
Personal Skills		
A passion to secure support for students and learning to ensure the best students can attend Oxford regardless of means or background.	√	
Able to form positive relationships with alumni, students, staff and others who have a stake or interest in the College.	√	
A confident self-starter, proactive with a positive approach to work and an interest in engaging with and growing support from an active and committed alumni community.	√	
Discreet and able to maintain confidentiality.	√	
Friendly and approachable with strong relationship management skills.	√	

7. Terms and Conditions

Appointment:	This is a full-time, permanent post working five days per week. The appointment will be conditional on receipt of evidence of right to work in the UK documentation and satisfactory references.
Probationary Period:	There will be a probationary period of six months. Only after successfully completing this probationary period will the appointment be confirmed.
Notice Periods:	During the probationary period, the post-holder's employment may be terminated by either side on one weeks' written notice. Once the appointment is confirmed, the period of written notice will be 3 months on either side.
Salary:	The salary reflects the University Scale at Grade 6 (currently £32,332 to £38,205 per annum). Appointments are normally made to the bottom of the grade; however, the starting point will depend on qualifications and experience. Automatic progression takes place on 1 August for support staff provided they have been in post for at least 3 months prior to the incremental date until the maximum point is achieved.
Hours of Work:	Normal hours of work will be 35 hours per week, usually 9.00am to 5.00pm, with a one-hour lunch break each day, which is unpaid. The ability and willingness to adopt a flexible approach to working hours and duties will be required.
Annual Leave:	Annual leave entitlement is 32 days (inclusive of bank holidays). The post-holder's leave will be calculated on a pro-rata basis for the first year of employment. Additional leave is granted during the Christmas and New Year period when the College is closed. Where public holidays fall in term time, the Regular Giving Officer may be required to work those days and time off in lieu will be given to be taken at a mutually convenient time at the discretion of the Deputy Director of Development.
Meals:	Lunch is provided free of charge in the Hall whilst on duty and when the College kitchen is open.
Benefits:	Subsidised bus pass loan, season ticket rail loan, cycle scheme loan and access to the College's employee assistance programme (a 24-hour telephone and online advisory and counselling service).
Pension:	The post-holder will be automatically enrolled in the Universities Superannuation Scheme (USS) unless they notify the College otherwise.
Parking:	Parking is extremely limited and allocated according to needs at the discretion of the Domestic Bursar.

Further terms and conditions are contained in the Employee Handbook, a copy of which will be supplied on appointment and forms part of the post holder's contract of employment.

8. Application Process

Interested applicants should forward the following documents:

1. A Cover Sheet (found on our website) detailing the names and contact details of two referees;
2. A current CV;
3. A covering letter, which explains how you meet the selection criteria for the post.

Documents should be sent preferably by email to recruitment@seh.ox.ac.uk by **GMT 17:00 on Friday, 2 August 2024**. Postal Applications should be sent to the HR Manager, St Edmund Hall, Queen's Lane, Oxford, OX1 4AR.

Interviews are expected to be held on Tuesday, 13 August 2024 in Oxford.

Informal enquiries about the post should be directed to recruitment@seh.ox.ac.uk.

Equality of Opportunity

The Equal Opportunities policy of the College requires that all staff are offered equal opportunities within employment. Entry into employment will be determined only by personal merit and the application of criteria related to the post. Subject to statutory provisions, no applicant will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Recruitment Monitoring

Please consider completing the online Equal Opportunity Monitoring Form. Submission of this form is voluntary and does not form part of the selection process, but we would be grateful if you are willing to return it with your application to assist us with our equal opportunity monitoring. A paper copy can be obtained on the website or by emailing recruitment@seh.ox.ac.uk.

Notes

1. *This employment is subject to the provision of original documentation to establish the right to work and remain in the UK.*
2. *All data supplied by applicants will be used only for the purpose of determining their suitability for the post, and will be held in accordance with the principles of the General Data Protection Regulations.*
3. *St Edmund Hall is an Equal Opportunities Employer. Conduct against fellow employees and college members that is offensive or detrimental to them on grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, is not tolerated.*
4. *Smoking (including electronic devices) is not permitted at any of the sites or buildings belonging to St Edmund Hall.*