

JOB DESCRIPTION

Job Title:	Alumni and Fundraising Coordinator	Grade:	SG5
Department:	Alumni and Fundraising	Date of Job Evaluation:	
Role reports to:	Senior Alumni & Regular Giving Manager	SOC Code	
Direct Reports	N/A		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE: The Alumni and Fundraising Coordinator will provide efficient administration in all aspects of the Alumni and Fundraising Department with a focus on volunteering and fundraising activities. The role is perfect for someone interested in pursuing a career in fundraising and alumni relations and will play an important part in the success of the department in the coming years.

KEY ACCOUNTABILITIES:

Team Specific:

- Be the main point of contact for all alumni enquires, mostly via email but also by phone and in person.
- Maintain and develop alumni social media channels, including monitoring the media and social media for alumni stories and creating new content to engage alumni in events, volunteering or giving to Greenwich.
- Administer alumni events and provide occasional support to supporter/VIP events as managed by fellow colleagues.
- Coordinate volunteering requests and carry out research on alumni.
- Maintain and develop the Ask Alumni+ online community through promoting, planning, and delivering content to alumni.
- Provide communications support for the alumni engagement programme.
- Provide administrative support for regular giving as needed.
- In addition to updating alumni records, use the database to produce reports, campaigns, and lists as required by the role.

Generic:

- Be familiar with the overall work of the Directorate and understand their role within that wider context and use their expertise and knowledge to share information with other areas of the office and university.

- Develop and maintain relationships with a wide range of stakeholders across the university.
- Provide administrative assistance to the wider Alumni and Fundraising team during key periods.

Managing Self:

- Ensure that sensitive and confidential issues are handled in an appropriate manner.
- Utilise judgment or creativity to resolve relevant challenges, following procedures or guidelines and recognising when to request support from others.
- Work accurately with high attention to detail.
- Ability to proactively identify, discuss and contribute towards resolution of ineffective processes and procedures.
- Work effectively as part of a team, being supportive of and encouraging others and showing a flexible approach to deliver team results.
- Actively seek awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices to inform cross-cultural working, communication and problem solving.
- Review own development regularly, with input into development plan for discussion with Line Manager.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that Alumni and Fundraising delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Increase in overall alumni and supporter engagement measure by warmth model, including time and donations raised.
- Quality and impact of events and relevant communication channels.
- Effectiveness of administrative support.
- Production and delivery of work and set tasks to agreed timescales, quality and to plan.

KEY RELATIONSHIPS (Internal & External):

Alumni and Fundraising Team, Wider Directorate (Marketing and External Relations), Vice-Chancellor's Office, Cross-section of academic staff (project-dependant), Alumni and Donors.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an external-facing role. • Experience of coordinating events or fundraising. • Experience of coordinating social media accounts. <p>Skills</p> <ul style="list-style-type: none"> • Excellent writing skills, with the ability to adapt style to audience. • Strong organisational skills. • Ability to multi-task and manage competing priorities to agreed • Tactful, diplomatic, and discreet. <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • Willingness to try new things and learn new skills. • Ability and willingness to occasionally work at evenings or weekends. • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working within Higher Education or charity environment. • Good working knowledge of the Raiser’s Edge or other CRM. • Experience of event or volunteer management. <p>Skills</p> <ul style="list-style-type: none"> • An understanding of the principles of • Educational Alumni Relations and Fundraising. • Knowledge of the Data Protection and Freedom of Information Acts and their relevance to fundraising and alumni relations. <p>Qualifications</p> <ul style="list-style-type: none"> • Bachelor’s Degree or equivalent experience. <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A