

JOB DESCRIPTION

Job Title: Fundraising Officer

Grade: SG5

Department: Alumni and Fundraising

Responsible to: Head of Alumni and Fundraising

Responsible for: N/A

Key Contacts: Head of Alumni and Fundraising

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile: 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.

PURPOSE OF ROLE

- **Coordination:** To provide high-quality coordination and administrative support to the Alumni and Fundraising team, contributing directly to the growth of fundraising income and the deepening of donor relationships.
- **Diary Management:** To deliver efficient and proactive diary management and administrative support to the Associate Director, Strategic Partnerships and Fundraising and Head of Alumni and Fundraising, including coordination of internal steering groups, committees, and team communications.
- **Events:** To support the planning and delivery of fundraising events and activities that cultivate and steward relationships with alumni, donors, volunteers, honorary graduates, and other key stakeholders.
- **Finance:** To ensure compliance with financial processes, including the accurate handling of payments and processing of invoices in accordance with University of Greenwich financial regulations.

KEY ACCOUNTABILITIES

Team Specific:

- Act as the primary point of contact for all supporter enquiries, managing communications professionally via email, telephone, and in person, and ensuring timely and accurate responses or appropriate escalation.
- Support the end-to-end coordination of supporter events, including logistics, venue liaison, invitation management, attendee

communications, on-the-day support, and post-event follow-up and reporting.

- Provide comprehensive, confidential, and proactive administrative and diary management support to the Associate Director, Strategic Partnerships and Fundraising and Head of Alumni and Fundraising, including scheduling meetings, preparing agendas and papers, taking minutes, and managing correspondence on their behalf.
- Ensure all donations are accurately recorded, receipted, and acknowledged promptly in line with agreed processes, and support compliance with financial procedures including the processing of payments and invoices in accordance with the University's financial regulations.
- Draft and prepare clear, professional correspondence to prospective and existing donors, volunteers, and other supporters, adapting tone and content appropriately for the audience.
- Conduct basic desk research to identify and profile potential supporters, including Trusts and Foundations, corporate partners, and individual donors, providing concise and accurate summaries to inform the team's fundraising approach.
- Use the CRM system to generate reports, produce targeted mailing lists and mailshots, and maintain accurate and up-to-date supporter records in line with data protection requirements and team protocols.
- CRM & Data Management: Maintain accurate and comprehensive records within the Customer Relationship Management system (Raiser's Edge), ensuring data integrity, timely updates, and compliance with data protection legislation. Support the team in leveraging CRM data to inform engagement strategies and identify prospective supporters.

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 the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety, Data Protection and Equality Legislation.
- Adhere to the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, reflecting 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 deliver the required level of service.

Freedom of speech and academic freedom:

In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the [Freedom of Speech Code of Practice](#). In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- CRM data accuracy and GDPR compliance (Raiser's Edge)
- Diary and admin support quality (scheduling, papers, minutes)
- Event delivery quality and post-event reporting
- Prospect research output quality and volume
- Financial compliance (invoices, payments)
- Stakeholder feedback on professionalism and responsiveness

KEY RELATIONSHIPS (Internal & External):

- Head of Alumni and Fundraising (line manager)
- Associate Director of Fundraising and Partnerships
- Alumni and Fundraising team colleagues
- Marketing and External Relations
- Finance
- University alumni and supporters (external)

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience of working in an external-facing or supporter-facing role, with a track record of building and maintaining positive relationships with a range of stakeholders.
- Demonstrable experience of using a Customer Relationship Management (CRM) system, such as Blackbaud's Raiser's Edge/NXT, to maintain accurate records, generate reports, and produce mailing lists.

Desirable Criteria

- Experience of working within a Higher Education, charity, or not-for-profit environment.
- Experience of processing financial transactions, invoices, or payments in compliance with organisational procedures, ideally within a university or charity setting.
- Experience of supporting or coordinating donor, VIP, or supporter events, including logistics, communications, and on-the-day management.

SKILLS:

Essential Criteria

- Strong organisational and coordination skills, with the ability to manage multiple workstreams, plan ahead, and ensure nothing falls through the gaps in a busy team environment.
- Ability to manage competing priorities and deadlines with accuracy and composure, adapting effectively to changing demands while maintaining high standards of work.
- Tactful, diplomatic, and discreet, with the ability to handle sensitive supporter and donor information with the utmost confidentiality and professionalism.
- Excellent written communication skills, with the ability to draft clear, engaging, and accurate correspondence and materials, adapting tone and style appropriately for different audiences including donors, volunteers, and senior colleagues.

Desirable Criteria

- An understanding of the principles and best practice of Higher Education Alumni Relations and Fundraising, including the donor journey and the role of stewardship in sustaining long-term giving relationships.
- Knowledge of the UK General Data Protection Regulation (UK GDPR), the Data Protection Act, and their practical application within a

fundraising and alumni relations context, including the management of supporter consent and data handling obligations.

QUALIFICATIONS:

Essential Criteria

- N/A

Desirable Criteria

- Bachelor's Degree or equivalent experience.

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful — demonstrated through the way you engage with colleagues, donors, alumni, and other stakeholders.
- A proactive and positive approach to learning, with a willingness to develop new skills, embrace new systems and processes, and contribute to a culture of continuous improvement within the team.
- High levels of accuracy and attention to detail, with a conscientious approach to record-keeping, data entry, and correspondence that reflects the professional standards expected when working with donors and senior stakeholders.

Desirable Criteria

- N/A