

JOB DESCRIPTION

Job Title:	Alumni & Development Database Officer	Grade:	SG7
Professional Services Directorate:	Communications and Recruitment	Effective date of job description	TBC
Directorate section	Alumni and Development		
Role reports to:	Head of Alumni and Development		
Direct Reports	None		
Indirect Reports:	None		
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:

To be responsible for the information, operations, processes and tools that enable the alumni and development office to engage in relationships with alumni on behalf of the University.

KEY ACCOUNTABILITIES:

Team Specific:

To work with the Head of Alumni and Development, other Officers and the Alumni and Development Manager in the following areas and any other areas required:

Project Management –project managing special projects that support data acquisition/insights from beginning to end

Information insights – manipulating database information to give new alumni insights and creating shared interest groups for market segmentation and targeting purposes

Data collection and maintenance – developing more systematic and automated methods of data collection and maintenance

Compliance – ensuring that the collection and use of alumni data is compliant with the latest UK regulations and advising the team on any new regulations which will effect the storage and management of alumni data

Gift Management – Oversee the administration of all donations to Greenwich including Gift Aid and Payroll Giving – developing strategies to ensure all donations are recorded, coded appropriately and thanked in a timely and consistent fashion

Gift analysis and forecasting - provide reporting and analysis of all cash, pledges and gifts in kind received by the University to inform forecasts of future income

Data Provision and Reporting – To provide and conduct data analysis to assist faculties and professional services with their alumni activities; to report on that data and ensure all activity is recorded.

Self:

- Able to supervise and motivate junior staff
- Must be able to demonstrate effective team working skills
- Excellent interpersonal and communications skills; be able to demonstrate effective and productive relationship management skills whilst working in an organisation
- Must have strong time management skills and be able to work to tight deadlines
Excellent IT skills including Microsoft Office and CRM

Generic:

- Must be willing to embrace the shared values and required behaviours of the Communications and Recruitment Directorate staff (Ambition; Creativity; Excellence; Determination; and Inclusivity)
- Must have effective communication skills both verbal and written to ensure that effective partnerships are forged and maintained using appropriate communication which is understood by all parties
- Must have appropriate administrative management skills gained through practical application and experience
- Must be able to challenge and resolve issues as they arise
- Strong planning and analysis skills to ensure priorities are driven and measured by available data.

Managing Self

- Maintain a professional approach at all times through the application of effective communication and administrative skills
- Manage work effectively and deliver under pressure
- Working with other staff effectively to help maximise their performance by working as one team
- Ensure the Head of Alumni and Development is updated regularly as agreed on progress against tasks
- Keep up to date with developments in legislation and best practice pertaining to data protection

Core Requirements

- Commitment to key strategic priorities of the Directorate and the University
- Willingness and ability to travel to workplace locations within the UK
- Willingness to deliver against any reasonable work-related request
- 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.

KEY PERFORMANCE INDICATORS:

- Improved levels of alumni contact and employability in the UK and overseas
- Increase in reach and impact of targeted alumni communications
- Increase in overall alumni engagement

KEY RELATIONSHIPS (Internal & External):

- Head of Alumni and Development
- Alumni & Development Manager
- Alumni and Development Officer/Assistant
- Other teams within the Communications and Recruitment Directorate
- Faculty alumni representatives
- Colleagues within other Directorates of Professional Services particularly the Employability and Careers Service, Finance and Student Services

PERSON SPECIFICATION

Essential	Desirable
Experience Experience of managing a fundraising or CRM database, preferably Raiser's Edge Experience in planning and prioritising work to meet demanding deadlines.	Experience Experience of supervising staff on a day-to-day basis Experience of undertaking prospect research for fundraising purposes
Skills Good team working skills. Excellent organisational skills. Excellent project management skills to plan and organise resources appropriately. Ability to work accurately and effectively under pressure. Excellent interpersonal skills. Excellent ICT skills, with working knowledge of Microsoft Office packages Creative and proactive. Good problem solving and decision-making skills. Strong analytical skills	Skills N/A

Excellent attention to detail in executing plans.

Qualifications

Degree or equivalent experience

Qualifications

Project management/CRM or Database qualifications