

## Job Description

<b>Post title:</b> Graduate Regular and Community Giving Assistant	<b>Post No:</b>
<b>Organisation Unit:</b> Development and Alumni Relations (DAR)	<b>Date compiled:</b> December 2018
<b>Grade:</b> £23,500	<b>Hours per week:</b> 37 <b>Weeks per year:</b> 52
<b>If fixed term, state duration:</b> August 2020 – September 2021	
<p><b>Immediate line manager:</b> Regular Giving Manager</p> <p><b>Designation and grade of any staff supervised by the post holder:</b> Student Callers and Supervisors (on occasion)</p> <p><b>Job purpose:</b> The Regular and Community Giving Assistant will help deliver a diverse, multi-channel, sector-leading Regular and Community Giving Programme. The Regular Giving programme is a strategically important part of our philanthropy campaign and will deepen engagement and raise awareness of the University's work and impact.</p> <p>The Regular and Community Giving Assistant will be responsible for assisting across all regular and community giving activities, with a focus on supporting community fundraising initiatives; recruiting participants, assisting at events and motivating supporters and volunteers with their own fundraising.</p> <p>S/he will also support Nottingham Trent's multi-channel regular giving activities including our telephone campaigns as well as our direct mail and digital fundraising activities.</p> <p><b>Principal duties and responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Working with the Regular Giving Manager to help implement a new strategic plan for regular giving and community fundraising, which delivers a step change in approach, income and engagement, through a sector-leading and sustainable programme.</li> <li>2. Support Nottingham Trent's community fundraising initiatives, including recruiting volunteers, supporting individuals with their own fundraising, providing support at events and updating social media and website with relevant content.</li> <li>3. Take an active role in building a culture of giving at Nottingham Trent University</li> <li>4. Respond to donor, alumni and volunteer enquiries in a timely manner, ensuring accurate records are kept.</li> <li>5. Assist with the University's regular giving activities. This will include; involvement in telephone fundraising campaigns, direct-mail, digital and reunion giving.</li> <li>6. Assist the Regular Giving Coordinator in the planning and delivery of telephone campaigns; including caller recruitment and training, management of the telephone campaign call room (on a rota basis) and providing ongoing support and motivation to the student call team.</li> <li>7. Support and encourage a culture of giving on campus, among staff, students and young alumni through on campus events and digital platforms.</li> <li>8. Collaborate with colleagues to thank, aid retention and maintain the loyalty of regular donors, supporters, and volunteer fundraisers.</li> </ol>	

9. Actively contribute to an integrated strategy that brings together alumni relations, community fundraising, volunteering and regular giving.
10. Produce accurate reports and demonstrate performance against agreed targets.
11. Analyse data to gain insight and inform decision-making.
12. Build and maintain effective working relationships and collaborate with academic and professional services colleagues across the University to maximise opportunities for the development of fundraising and engagement activities.
13. Keep up-to-date with latest innovations, trends and developments in the field (best practice, as well as changes in relevant legislation and regulation).
14. Act as ambassador for DAR highlighting the importance of the team in delivering the University's strategic aims.

Representing the department to the wider university and NTU externally on matters relating to the role:

- Establish confidence and respect for the Culture function, the programme and yourself
- Act as a positive ambassador and advocate of the Graduate Development Programme
- Undertakes additional required work, tasks, project and development opportunities alongside your Graduate role, in conjunction with other Graduates participating in the Development Programme
- Be digitally curious, willing to identify and utilise different technologies when necessary
- Encourage colleagues in the University to adopt digital tools and to innovate with new ways to use technology and support them in increasing their digital confidence and skills

#### **Special requirements:**

Usual office hours are 9.00am-5.00pm. However, during telephone campaigns (currently 12 weeks per year), the post holder must be available to work adjusted hours from 1.30pm – 9.30pm Monday to Thursday and occasional weekends to manage the call room (on a rota basis alongside the Regular and Community Giving Assistant).

For the remainder of the year, the post holder may be required to work occasional out of hours and weekends.

\*\*\*\*\*

All staff are expected to comply with the University's Health and Safety and Equal Opportunities policies in the performance of their duties.

**N.B.** The postholder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

<b>Job description drawn up by</b>	Charlotte Tobin	Date December 2019
<b>Approved for department by</b>	Magdalena Douleva	Date January 2020