

Person Specification

Post Title: Graduate Regular and Community Giving Assistant		Post No:
Organisation Unit: Development and Alumni Relations		
Attributes	Essential	Desirable
Knowledge	<p>Knowledge of, and an interest in, raising funds for higher education</p> <p>Understanding of the principles of fundraising and/or marketing</p> <p>Awareness of Data Protection legislation</p>	<p>Knowledge of the higher education sector</p> <p>Knowledge of marketing principles of targeting and segmentation</p> <p>Knowledge of community fundraising</p> <p>Awareness of tax-effective giving</p>
Skills	<p>Good presentation skills</p> <p>Good administration skills</p> <p>Strong verbal and written communication skills</p> <p>Strong IT skills and an ability to understand data</p> <p>Proactive and self-motivated</p> <p>Ability to manage multiple activities, prioritising and managing own work and time effectively</p> <p>Ability to work calmly under pressure</p> <p>Excellent customer service skills</p> <p>Ability to work within a team</p> <p>Ability to motivate and influence others</p>	<p>Data analysis skills</p>
Experience	<p>Experience of producing written communications</p> <p>Experience of using databases/CRM and Microsoft Office packages</p> <p>Experience of working to and achieving agreed targets and</p>	<p>Experience working in fundraising OR marketing OR alumni relations</p> <p>Experience working within higher education or a charity</p> <p>Experience of data analysis</p>

	<p>outcomes</p> <p>Experience of handling enquiries</p>	<p>Experience of motivating others</p> <p>Experience working with students and/or volunteers</p>
Qualifications	Educated to degree level or equivalent	Evidence of ongoing professional development
Competencies (where applicable)	<p>Customer focus: Provides quality service that is regularly reviewed. Anticipates customer needs. Actively seeks feedback on services from customers and makes appropriate changes to service and to underpinning policy / strategy.</p> <p>Communicating & influencing: Communicates information effectively to a wide range of diverse stakeholders, influencing events.</p> <p>Team working: Contributes to team development, seeking and testing improvements to the team's outputs/service.</p> <p>Creativity and innovation: Seeks out, reviews and implements new ways of working to improve delivery of service.</p> <p>Making informed decisions Is aware of the data/information/research available to inform and develop areas of work. Keeps up to date with information and its quality in order to make judgements</p> <p>Adaptability Responds positively to change, supporting others in managing transition and being flexible in approaches to job role. Is aware of own strengths and areas for development. Seeks feedback on own work.</p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>1</p> <p>2</p>