

Development Office Administrator

Job Description

The Role

Job title:	Development Office Administrator
Department:	External Relations
Responsible to:	Head of Development and Alumni Relations
Location:	Royal Agricultural University, Cirencester (flexible or remote working may be considered)
Salary:	Grade 3: £21,252 - £23,144 per annum (pro rata £10,626-£11,572)
Term:	Part-time, 0.5 FTE; 17.5 hours per week
Relationships with:	Staff, alumni, students, fundraising volunteers and relevant networking groups

Purpose

The Royal Agricultural University, founded in 1845 (as the Royal Agricultural College), has a global network of circa 17,000 RAU alumni. The Development Office is responsible for maintaining and developing those relationships, as well as for raising funds to support the University's strategic priorities including maintaining the University's heritage, innovation projects, student scholarships and bursaries and research.

The Development Office Administrator is the cornerstone of the Development Office, ensuring that all data is accurate, that fundraising briefings are prepared, gifts are processed in a timely manner and thank yous sent, and that events run smoothly and successfully.

To succeed in this role you will have great attention to detail, be curious and be an excellent team player.

Key Responsibilities

- Lead on database administration to create and update records on CRM system Raiser's Edge and RAU Connect to ensure accuracy and integrity of data. This includes leading on an annual programme of student data uploads and data cleaning updates.

- Inputting financial gifts on Raisers Edge and facilitating the appropriate thanking and stewardship. Reconciling gift income between Raisers' Edge database and the University finance system, in line with agreed procedures and working closely with the Finance team.
- Undertake data analysis and reporting requests as required.
- Working with the team to implement standards and procedures for Raisers' Edge database. Maintain confidentiality and meet Data Protection and any other relevant statutory requirements.
- Conduct prospect research to identify individuals and organisations that can support the University's fundraising strategy, identify event speakers and guests, write prospect profiles, event briefings and due diligence reports.
- Assist in the administration, planning and delivery of events, working with the team, including occasional event attendance and guest attendance updates on the database.
- Work with departmental peers to build effective working relationships, developing collaboration and integration across the University
- Assist with other alumni and fundraising tasks as needed in collaboration with the Head of Development and Alumni Relations, and wider External Relations directorate as required

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.
- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.
- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.
- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.
- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.
- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post-holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members

understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post-holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absences from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke-free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Task
Qualifications:		
<ul style="list-style-type: none"> • Educated to A level or equivalent qualification or professional work experience in a relevant area 	E	A,B
Knowledge, Experience and Skills:		
<ul style="list-style-type: none"> • Experience of office administration tasks 	E	A,B
<ul style="list-style-type: none"> • Experience of customer-facing roles 	E	A,B
<ul style="list-style-type: none"> • Excellent IT literacy, with working knowledge of social media, Microsoft Office applications including Teams, Word, Excel, PowerPoint, Outlook 	E	A,B,C
<ul style="list-style-type: none"> • Experience of working with CRM databases (NB: Knowledge of Raiser's Edge an advantage, although not essential) 	D	A, B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Task
<ul style="list-style-type: none"> Excellent people skills with the ability to establish a rapport with alumni, students, staff and members of the public from all walks of life 	E	B
<ul style="list-style-type: none"> Experience of fundraising and alumni relations work 	D	A,B
<ul style="list-style-type: none"> Experience of the higher education and/or rural sectors 	D	A,B

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.
- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- Closing date:** 28th April 2024 with **Interviews on:** 9th May 2024.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are under-represented within the RAU at this level