

Student Fundraiser Job Description, 2016-17 Telephone Appeal

Annual Giving Team, Office of Development and Alumni Relations

Background

Southampton's Annual Giving Programme offers an opportunity to those closest to us (our alumni and friends) to play an important role in the University now and in the future by making a gift to support a variety of projects.

The majority of the funds raised through telephone appeals will help to contribute towards the University's £25 million campaign for the Centre for Cancer Immunology. Cancer immunotherapy harnesses the power of the body's immune system to fight and provide a lasting defence against cancer. The University of Southampton leads the UK in cancer immunology research and the new state-of-the-art centre, based at Southampton General Hospital, will be the first of its kind in the UK.

Alumni can also donate to the Annual Fund which supports areas across campus that positively affect your student experience. For example, the fund provides scholarships and supports student groups such as ENACTUS or the Formula Student team.

Many of the alumni who give do so through the Telephone Appeals held in the autumn, spring and summer terms. As a student fundraiser your work will have a direct impact in helping the University to maintain its position as a leading institution for education, research and innovation.

Job Purpose

The position of student fundraiser involves contacting Southampton graduates (alumni) by telephone for a variety of reasons. Our goals include updating their details, finding out what they have gone on to do since graduating, informing them of the many ways they can stay engaged as alumni and encouraging them to make a donation to the University. Generally student fundraisers ask graduates to make a regular donation of between £3 and £50 per month. Last year more than 1300 graduates pledged a donation during a phone call.

Your Responsibilities:

- To act as an ambassador for the University of Southampton.
- To engage graduates in conversation and establish a good rapport.
- To communicate Southampton's aims, activities and accomplishments.
- To inspire alumni to make a gift to the University during your conversation.
- To update graduates' records with all relevant information.
- To sensitively handle confidential information and comply with the Data Protection Act.
- To work towards individual and team targets.
- To adhere to employment expectations and performance standards, as laid out in the student fundraiser contract.
- To attend the required number of shifts per campaign.
- To continually seek to improve your performance and to act upon feedback from the Supervisor Team and the Annual Giving Officer.
- To work effectively with team members to uphold the values of the Annual Giving Team.

Person Specification

Essential Criteria:

- A current Southampton student, passionate about your University.
- Excellent spoken and written English.
- An understanding of the importance of attention to detail and accuracy.
- Confident listening and negotiation skills.
- Good general knowledge about Southampton and a willingness to learn more.
- Ability to handle objections and overcome challenges by turning negatives into positives.
- Confident, positive and friendly disposition.
- Ability to work independently and in a dynamic team environment.

- Previous experience dealing with people from a wide range of backgrounds.
- Reliable, hardworking and dedicated.
- Ability to use your own initiative in a variety of situations.
- Good involvement in student life.
- Ability to manage University workload and job hours.
- Available to work throughout the full academic term.

Desirable Criteria:

- Record of supporting charitable initiatives (i.e. volunteer work, fundraising).
- Previous experience in a similar capacity (i.e. call centre experience, working with electronic databases).
- Competent IT skills.

CANDIDATES WHO DO NOT MEET THE ESSENTIAL CRITERIA WILL NOT BE CONSIDERED

Pay, benefits and expectations:

All student fundraisers are paid £7.87 per hour (incl. holiday pay). Payment is by bank transfer, monthly in arrears. Calling takes place in a computer suite in building 58 on the Highfield Campus. Calling shifts take place, during term time only, **on Monday to Thursday evenings from 6:20 pm to 9:20 pm and on Sundays from 5pm to 8pm.**

Although the role is challenging, it is also extremely rewarding; being a student fundraiser provides the opportunity to learn and develop valuable skills which benefit both your life at Southampton and your future career. Student fundraisers who successfully meet agreed targets during this campaign will be invited to remain as part of the team for future campaigns and there is also the possibility of advancement within the team into senior roles.

All successful candidates will be expected to work two shifts per week for at least one full term. Each student fundraiser will sign up for shifts on a weekly basis and will not have to commit to working identical days each week, although this can be arranged if preferred.

Dates of Telephone Appeals for the 2016-2017 academic year:

Autumn: 30 October – 8 December 2016

Spring: 5 February – 16 March 2017

Summer: 23 April – 18 May 2017

Training:

Previous experience in a similar capacity is not essential as we provide intensive and thorough training to enhance your skills and prepare you for all aspects of your new role. **Every training session is compulsory and to be eligible to apply you must be available to attend a full day's training on Sunday 29 and Monday 24 January for an evening session.** Further information on exact times will be provided during the interview process.

How to Apply:

Please complete the online application form demonstrating your suitability for this role and submit it electronically. The closing date for all applications is **midnight on Sunday 15 January 2017**. Early applications are welcomed and encouraged and any applications submitted after this deadline will not be accepted under any circumstances.

The Application Form is available at <https://www.isurvey.soton.ac.uk/22264>

You must be available for interview on Wednesday 18 and Monday 23 January to be considered for the role.

Exact interview times will be provided if your application form meets initial requirements.

If you have any questions or require any further information, please contact:

Ian Greaves, Annual Giving Officer

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