



Selwyn College Cambridge

JOB DESCRIPTION

Job Title: Database and Gifts Administrator

Contract type: Permanent, full-time

Responsible to: Alumni Manager but with indirect reports also to the Major Gifts Manager and the Senior Development Officer.

Role: The Database and Gifts Administrator is an important post within the Alumni Relations and Development Office at Selwyn College; your work will impact on every aspect of the department's activities. This small but increasingly busy office is responsible for keeping in touch with over 7,000 alumni and friends of Selwyn College scattered all over the world and your job allows the college to deliver a good service and maintain friendly relations with alumni, friends and donors. The collection, organisation and updating of individuals' contact details is an important part of your job. But there are also opportunities to be involved in other aspects of the department's work, including fundraising, events, research and communications.

There will be opportunities to support the fundraising team in ensuring that gifts are correctly recorded on individual records, including the management of sensitive information. You will have the opportunity to support the annual telephone campaign or giving day – both of which rely on good data management.

You will also work with our experienced events team, learning to help manage a wide variety of different events throughout the year, using tools such as Online Express and Net Community, for which training can be given. You will assist in managing different aspects of the semi-automated registration process, helping to keep accurate attendance, payment and participation records. You may also assist with the production of year group reunion booklets, which also help keep our alumni records up to date.

You will often be the first point of contact for many of our alumni, so this is an important role in the smooth running of the department's work, which also offers the opportunity to gain a thorough understanding of the whole 'development' process. Once you are familiar with the college systems, the role also offers the opportunity to expand to include research opportunities that enhance our knowledge of our alumni's work and interests – and again, training will be available. Although your own work is integral to that of other members of the team, we aim to work collectively and in a mutually supportive

way and you will find a good deal of experience within the department regarding data and gift administration matters and a willingness to share and explain information, expertise and procedures.

Person Specification

The post holder need not have worked previously in higher education but should be able to demonstrate relevant experience and an understanding and aptitude for this work. Bespoke training will be offered together with regular CPD opportunities.

Essential

- Educated to degree level or equivalent
- Exceptional attention to detail, numerate and accurate
- A thorough working knowledge of Raiser's Edge or equivalent CRM database
- Knowledge of other MS Office systems (Word, Excel etc.) and email
- Ability to work without close supervision and a mature attitude towards working in an open plan office environment
- Ability to respond courteously and helpfully to enquiries made on the telephone and in person, or by e-mail and letter
- Discretion at all times when dealing with matters of a personal or financial nature, and a grasp of the current GDPR issues
- Flexible and collaborative approach to working

Desirable

- A working knowledge of Cambridge University procedures
- An understanding of the relationship between Cambridge University and its constituent colleges (of which Selwyn is one of 31)
- An interest in education and supporting young people
- An intuitive understanding of when it might be your turn to make the coffee, without having to be asked first

Job Role

- Maintain and update the alumni database (Raiser's Edge) on a regular basis, ensuring that information is entered consistently, accurately and in a timely fashion
- Liaise with other departments in the college and other bodies in the University to update the database with information about current and graduating students
- Liaise with Cambridge University Development & Alumni Relations (CUDAR) on a monthly basis to exchange updated alumni details

- Working with the Major Gifts Manager, undertake research and regularly update the database with information from LinkedIn, NetCommunity and other online sources
- Research to find 'lost sheep' and re-establish contact via new address and email details
- Research background information on current donors or prospects that allow a more tailored approach to individuals
- Import to Raisers' Edge lists of event attendees from CUDAR and Zoom
- Prepare data as required for the mailing of college publications
- Prepare lists of donors for the Annual Report
- Provide database support to the Senior Development Officer in order to ensure the success of the annual Telephone Campaign or Giving Day
- Take responsibility for the accurate recording of gifts as directed by the Senior Development Officer
- Prepare information as required for the University's Annual Development Questionnaire
- Manage the Friends of Selwyn Choir and Friends of Selwyn membership schemes
- Assist in the preparations of briefing notes before an alumni event for the Master, Development Director and other fundraisers and senior college officers
- Deal with the notification of deceased members by recording information on the database, liaising with the Master regarding condolence letters, liaising with family members regarding obituaries for inclusion in the College Calendar
- Liaise with colleagues within the department to ensure that database protocols are being followed and assist with developing systems as required
- Implement regular data cleaning processes to ensure the database is accurate and up-to-date
- Act as principal liaison with the software providers, Blackbaud
- Ensure Selwyn College data is secure, keep informed of the latest GDPR requirements to ensure compliance and act as principal liaison in the college and the Office of Intercollegiate Services (OIS)
- Attend college events as required, which may involve occasional evening and weekend work
- With colleagues, help to manage the general administration of the Alumni Relations and Development Office
- Perform any other duties that may from time to time be assigned by the Development Director