

University of Warwick, Student Fundraiser 2020/21

Post Title: Student Fundraiser

Department: Development & Alumni Engagement Team, Engagement Group

Job Description

Being a Student Fundraiser involves contacting Warwick graduates (alumni) and friends of Warwick (donors, local community members and parents of current students) by telephone. We want to maintain a strong relationship with them, talk about our current fundraising projects and inspire them to support these projects with a donation. Fundraisers also provide the latest Warwick news, information on alumni benefits and ensure we have up to date contact details.

The University is an exempt charity and education is one of the oldest charitable causes. Fundraising is vital in helping the University maintain its position as a leading institution of education, research and innovation and play a positively transformational role in the local and global community. We have over 3,000 donors supporting the University each year, giving either on a regular basis by Direct Debit or through single gifts. By encouraging alumni to give on a regular basis, we can help those who receive the donations plan for their future.

Donations help to transform our local and global communities. They help students in need of scholarships; break down barriers to education for pupils across Coventry; and connect maths and English students and teachers here and within countries across Africa. You can read more about the projects supported by donation on our [Warwick Giving website](#).

This year, we were able to be one of the first remote university Student Fundraising teams in the country. Our Student Fundraisers spoke with over 2,700 alumni and friends last year and raised nearly £200,000. A significant amount of funds raised supported our Covid-19 Student Support Emergency Appeal. Since we started calling in 1997, we've had over 120,000 conversations and we've received over £3 million towards the University's projects. Without our Fundraisers, we couldn't stay in touch with people in the same way and we wouldn't be able to raise as much money for amazing projects.

We are now recruiting for our 2020/21 team. Since Covid-19, we have endeavoured to ensure that these invaluable opportunities within our community remain available, whilst ensuring that our team members' safety is at the centre of what we do. Therefore, this is currently an entirely remote role. Successful applicants will need to have access to a private working space; private desktop or laptop; mobile phone; headphones and stable private internet access.

It is expected that Fundraisers are able to work 2 shifts per week (~6hours) for each week of the Autumn Telephone Campaign (lasting 5 weeks) and Spring Telephone Campaign (lasting 5-7 weeks).

Duties and responsibilities

- Be an ambassador for the University of Warwick, conveying a positive impression of the University.
- Be an ambassador for the fundraising team, raising the profile of the team's work across campus and in the wider community. Being available to represent the team at events such as arrivals weekend, calling room open sessions and open days.
- Work effectively with other members of the Student Fundraising Team to further the development of the Telephone Campaign.
- Demonstrate a sincere understanding of and commitment to the act of charitable giving.
- Effectively communicate Warwick's activities, accomplishments and goals.
- Represent the University in a professional manner and handle each phone call with courtesy, tact and sensitivity.
- Update graduates' details as necessary with accuracy and confidentiality, in accordance with Data Protection Principles.
- Work to achieve daily, weekly and monthly individual targets as determined by the Regular Giving Officer, Regular Giving Assistant and Supervision Team.
- Develop techniques to improve your efficiency and performance, deal with negotiations and develop the structure and style of your calls.
- Share your experiences, techniques and skills with other members of the fundraising team to help the team progress as a whole.
- Display an enthusiastic, responsible and committed attitude towards the role and the team.
- Adhere to employment expectations and performance standards including working a set number of 3-hour shifts per week, each week.
- Fundraisers should be asking for and negotiating donations in each call but we do not believe in high pressure sales. Our focus is on building strong, life-long relationships with graduates and friends and inspiring them to give to Warwick, if not now, in the future.



Person Specification

Please read the criteria below carefully and please demonstrate and provide examples of how you fit the person specification when completing your application form.

Candidates who do not meet all of the essential criteria will not be considered.

	Criteria	Assessed by F - Application Form T - Telephone Interview S – Selection Day
Essential Criteria	Current Warwick Student	F
	Access to private working space; private laptop or desktop; mobile phone; headphones; stable private internet access	F T S
	Ability to work a minimum of one to two shifts per week	F
	Understanding of the goals of the University of Warwick	F T S
	Excellent spoken and written English	F T S
	Excellent communication skills	F T S
	Excellent listening skills	T S
	Ability to work independently towards own targets	F T S
	Ability to work in a dynamic team environment	F T S
	Strong involvement in student life	F T S
	Previous experience of dealing with people from a wide range of backgrounds	F
	Confident, positive and friendly disposition	T S
	Reliable, hardworking and dedicated	F T S
	Ability to manage University workload and job hours	F
Desirable Criteria	Record of supporting charitable initiatives	F T S
	Previous experience in a similar capacity	F
	Enthusiastic about the University and a passion for the projects	F T S
	Competent IT Skills	F
	Negotiation and persuasion skills	F T S
	An understanding of the importance of data protection	F T

If you're successful you'll be part of a friendly, hardworking and outstanding team.

Wishing you the best with your application!