

JOB DESCRIPTION

POST TITLE:	Supervisor
DEPARTMENT:	Development and Alumni Engagement
SUB-DEPARTMENT:	Development
POST RESPONSIBLE TO:	Individual Giving Officer (new audiences)
POST RESPONSIBLE FOR:	Student Fundraising Team
SALARY	£13.24 per hour plus holiday pay (£1.60)
CLOSING DATE:	27 th June 2024

Job Purpose

The Student Fundraising Team consists of around 30 current Warwick students including Student Fundraisers, three Senior Fundraisers and two Supervisors. The team conducts termly telephone campaigns, speaking to the Warwick graduate and supporter community to fundraise for charitable projects.

Supervisors are essential in the management of the call room. They are responsible for leading shifts, monitoring performance, and managing all on-shift admin via our calling software MOLE. They will work to ensure that the team of 25 callers maximises the funds raised through telephone fundraising.

Duties and Responsibilities

1. You will be responsible for the supervision and management of the Student Fundraising Team, taking responsibility for the Fundraisers in the Calling Room and manage shifts in accordance with Telephone Campaign policies and procedures.
2. You will be the administrator of our calling software, MOLE, during shifts. This means it will be your responsibility to check the call pools of each fundraiser, allocating additional prospects where necessary, monitoring what stage of the call fundraisers are on, and updating the MOLE homepage where appropriate on shift.
3. You will pay attention to callers in your buddy group that you are directly responsible for, noting their strengths and areas for improvement. You will also take notes on their conversations on the phone that you will listen to whilst on shift. This will drive the feedback you deliver to callers in your group during 1 on 1 PDP review meetings that aim to give fundraisers the opportunity to both reflect on their experience so far and think about how they can improve their performance.
4. You will assist the Individual Giving Officer with the recruitment and training of the Student Fundraising Team at assessment centres and training sessions – including the running of sub-sessions, as necessary.
5. You will coordinate the setup of the Calling Room and lead the 10-minute pep talk at the start of the shift. You will write and send the post shift email to the Individual Giving Officer, pack away of any materials at the end of the shift, ensuring all equipment and materials are used in an appropriate manner and workstations are presented to a daily high standard.
6. You will promote good working practices within the team to increase dial rates, participation and income whilst ensuring that the excellent quality of each call is maintained.
7. You will provide regular feedback to the Individual Giving Officer regarding the progress of the campaign and team through post shift emails and weekly SFT meetings. Feedback will also be

shared between members of Supervisors and Senior Fundraisers for specific callers so you will be fully informed on the progress of those in your buddy group.

8. You will think creatively and proactively about new ideas and approaches to boosting the overall morale, positivity, and performance of the team throughout the campaign, highlighting any areas for improvement.
9. You will develop motivational incentives to help the Student Fundraisers to produce improved results throughout the year, implementing these on shift through nightly competitions and games, and promotion of the incentive scheme.
10. You will answer questions and deal with problems as they arise. You will deal with difficult calls in a professional and friendly manner. All such problems must be recorded and flagged to the Individual Giving Officer in the post shift email.
11. You will assist the Individual Giving Team with other duties as and when necessary.

PERSON SPECIFICATION

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DEPARTMENT:	Development and Alumni Engagement

The Person Specification focuses on the knowledge, skills, experience, and qualifications required to undertake the role effectively.

REQUIREMENTS	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: a) Application Form b) Interview
The post holder must be able to demonstrate:		
Considerable experience as a Student Fundraiser on a telephone fundraising campaign	E	A, B
Knowledge of a telephone fundraising database	E	A, B
Excellent communication skills – both verbally and in writing	E	A, B
Experience of using Microsoft Office programs	E	A, B
Ability to work efficiently and effectively in a dynamic team environment	E	A, B
Ability to monitor and motivate individuals and groups	E	A, B
Ability to provide personalised feedback and guidance	E	A, B
Excellent knowledge and understanding of the University, telephone fundraising and the fundraising projects.	E	A, B
Flexibility to adapt to ongoing change and development	E	A, B
Confident, mature, and friendly disposition	E	B
Responsible, reliable, and dedicated	E	A, B

Management experience	D	A, B
Ability to analyse fundraising statistics using a variety of methods	D	A, B

FURTHER PARTICULARS

Recruitment and training:

Interviews will take place on 4th-5th July 2024.

You will be required to attend the following training and recruitment sessions:

- Supervision team training 7th October 2024
- Fundraiser training 19th-20th October 2024

There may also be additional top up training sessions throughout the campaign or year that you would be expected to attend.

PLEASE NOTE: If there is a session above that you cannot attend, your application will not be considered.

The Supervision Team will be required to work during the following dates:

- **Autumn 2024 Campaign** – 2-3 shifts per week (21st October – 1st December)
- **Spring 2025 Campaign** – 2-3 shifts per week (27th Jan – 9th March)

These are provisional dates and subject to change. The Supervision Team will be kept informed of any changes.