

JOB DESCRIPTION

POST TITLE:	Telephone Fundraising Campaign Shift Supervisor
DEPARTMENT:	Engagement Group
SUB-DEPARTMENT	Development & Alumni Engagement
POST RESPONSIBLE TO:	Shift Manager and Regular Giving Officer
POST RESPONSIBLE FOR:	Student Fundraisers
SALARY	£10.33ph TBD* plus holiday pay (term time only / up to 10.5hrs per week) <small>*figure to be confirmed, but essentially an increase from your current student fundraiser role and dependent on updated Unitemps rates</small>
CLOSING DATE:	Thursday 10 th February 2022, 9.59AM/09:59 GMT

Job Purpose

The Student Fundraising Team size consists of a variable number of Warwick students as Student Fundraisers, Supervisors and from 8-25 depending on our campaigns and priorities. The team conducts termly telephone campaigns, speaking to the Warwick graduate and supporter community to fundraise for charitable projects.

Shift Supervisors are essential in the progression of our telephone campaigns, through their own fundraising skillset and the leadership of Student Fundraisers. Uniquely, there will be the opportunity for Shift Supervisors to continue to work towards their own targets with bespoke and high valued constituents, whilst also leading & supporting the wider team. This will create a dynamic approach to shifts where supervisors will alternate between speaking with constituents and supporting the wider team members in their memorable fundraising conversations.

This telephone campaign will include our Virtual Calling Room and our Campus-based calling room. Ultimately, Shift Supervisors will be relied upon to flexibly provide structure, support, and motivation to inspire our team. Providing on-shift guidance, technical support, and coaching, ensuring that the team maximises the funds raised through telephone fundraising.

Duties and Responsibilities

1. You will assist the Shift Managers with the supervision of the Student Fundraisers, taking responsibility for the Student Fundraisers in the Virtual Calling Room/Campus Calling Room, ensuring order is maintained and all Telephone Campaign policies and procedures are followed.
2. You will assist the Shift Manager and Regular Giving Officer with the recruitment and training of the Student Fundraising Team including conducting telephone interviews, virtual face to face interviews, presence at assessment centres and training sessions – including the running of sub-sessions as necessary.
3. You will assist with the setup and maintenance of the Virtual Calling Room at the start of the shift and the virtual closing of the room at the end of the shift, ensuring that all queries during the shift have been addressed and resolved to a daily high standard.
4. Using available data, you will promote efficient working practices with a view to increasing call rates, contact rates, participation and income whilst ensuring that the excellent quality of the telephone calls is maintained.
5. You will be required to provide specific feedback on a number of calls each shift, through regular communication and consideration of the team, to track the progress of student fundraisers and ensure they are performing to the expected standard. Where fundraisers are not performing to the expected standard, you will be required to conduct one-to-one performance reviews, providing targeted advice to uplift their performance.
6. You will provide regular feedback to the Shift Manager regarding the progress of the Student Fundraisers, both via regular performance assessments and regular Supervision Team meetings.
7. You will have responsibility for Student Fundraising Team morale and engagement through the organisation of social events for the team.
8. You will develop motivational incentives to help the team to remain engaged and produce improved results throughout the year, implementing these on shift through newsletters, competitions and games, and promotion of the incentive scheme.
9. You will answer questions and deal with problems as they arise, including taking over calls from fundraisers as necessary. You will deal with challenging calls in a professional and friendly manner.
10. You will assist the Shift Manager and Regular Giving Team with other duties as and when necessary.

PERSON SPECIFICATION

POST TITLE: Telephone Campaign Shift Supervisor

DEPARTMENT: Development Team & Alumni Engagement, Engagement Group

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

REQUIREMENTS The post holder must be able to demonstrate:	ESSENTIAL (E) or DESIRABLE (D) REQUIREMENTS	MEASURED BY: a) Application Form b) Test/Exercise c) Interview d) Presentation
Significant experience as a Student Fundraiser on a telephone fundraising campaign	E	A,C
Ability to remote work using own private and quiet working space; personal desktop or laptop; mobile phone with working microphone; headphones; stable private internet access	E	A,C
In-depth knowledge of a telephone fundraising database based on your experience	E	A,C
Excellent communication skills – both verbally and in writing	E	A,C
Experience of using Microsoft Office programs	E	A,C
Ability to work efficiently and effectively in a dynamic, virtual team environment	E	A,C
Ability to monitor and motivate individuals and groups	E	A,C
Ability to provide personalised feedback and guidance	E	A,C
Excellent knowledge and understanding of the University, telephone fundraising and the fundraising projects	E	A,C
Flexibility to adapt to ongoing change and development	E	A,C
Confident, mature and friendly disposition	E	A,C
Responsible, reliable and dedicated	E	A,C
Experience of incentives or social events which provide fun for groups of people	D	A,C

FURTHER PARTICULARS

Recruitment and training:

Interviews will be held online and will take place on Thursday 10th February. They will be scenario-based conversations relating specifically to your application.

You will be required to be available to attend the following paid training sessions if selected as a Shift Supervisor alongside the full team sessions. Please note that the below times have been suggested based on team availability. We appreciate that this would be on consecutive evenings & so will ensure sessions are circa 60-90 minutes.

Sessions	Date	Time
Full Team Refresher Session	Wednesday 9 th February	From 5PM TBD
Supervision Team Training	Friday 11 th February	From 5PM TBD

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:

- **Spring 2022 Campaign** – 3 shifts per week, 14th February – 20th March
- **Summer Recruitment Sessions** – variable shifts w/c 2nd May TBD
- **Summer Training** – variable shifts w/c 9th May, including Saturday 14th May TBD
- **Summer 2022 Campaign** – 2-3 shifts per week, 16th May – 19th June

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