

JOB DESCRIPTION

POST TITLE:	Telephone Fundraising Campaign Shift Supervisor
DEPARTMENT:	Engagement Group
SUB-DEPARTMENT	Development & Alumni Engagement
POST RESPONSIBLE TO:	Regular Giving Officer
POST RESPONSIBLE FOR:	Student Fundraisers
SALARY	£10.33ph plus holiday pay (term time only / up to 10.5hrs per week)
CLOSING DATE:	Friday 11 th September 2020, 1.59PM/13:59 BST

Job Purpose

The Student Fundraising Team consists of around 40 current Warwick students including Student Fundraisers, Shift Supervisors and Managers. 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 motivation and development of Student Fundraisers. This will be the first autumn telephone campaign to take place remotely outside of the campus-based calling room. Shift Supervisors will be relied upon to virtually provide the structure, support and motivation that has existed within previous telephone campaigns. Providing on-shift guidance, technical support and coaching to a Virtual Calling Room of up to 12 Fundraisers, 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, ensuring order is maintained and all Telephone Campaign policies and procedures are followed.
2. You will assist the 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. 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 Regular Giving Officer regarding the progress of the Student Fundraisers, both via nightly performance assessments and regular Supervision Team meetings.
7. You will have responsibility for Student Fundraising Team morale through the organisation of termly social events for the team.
8. You will develop motivational incentives to help the Student Fundraisers to remain engaged and produce improved results throughout the year, implementing these on shift through nightly 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 difficult calls in a professional and friendly manner.
10. You will assist the 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	E	A,C
Excellent communication skills – both verbally and in writing	E	A,C,D
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,D
Ability to provide personalised feedback and guidance	E	A,C,D
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

FURTHER PARTICULARS

Recruitment and training:

Interviews will take place on Wednesday 16th September and Thursday 17th September.

You will be required to be available to attend the following paid training and recruitment sessions. Please note that due to the expected changes in timings and timetables, weekend dates have been suggested at this stage to best accommodate all members of the team. Dates below TBC.

- Supervision team training, Saturday 10th October.
- Database Training, Saturday 24th October.
- New Fundraiser Selection Day, Saturday 17th October.
- New Fundraiser Training, Saturday 31st October.

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 2020 Campaign** – 2-3 shifts per week, 2nd November – 6th December
- **Spring 2021 Campaign** – 2-3 shifts per week, May-June TBD

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