JOB DESCRIPTION

Job Title: Development & Alumni Relations Assistant

Department / Unit: Development & Alumni Relations

Job type: Professional Services

Grade: 5

Accountable to: Development Operations Manager

Accountable for: n/a

Purpose of the Post

The Development & Alumni Relations Assistant will work in the Development and Alumni Relations Directorate to support the delivery of alumni relations, fundraising and stewardship activities and coordination of all department led events.

The role holder is also responsible for providing comprehensive administrative support to the Director, general administrative support to other members of the department and ensuring the smooth running of general office procedures.

Key Tasks

Administration Support:

1. Act as first point of contact for calls to the office and ensure efficient management of incoming and outgoing calls and correspondence including general post, alumni inbox, drafting responses, referring to colleagues for action where appropriate.

2. Manage the Development Director’s diary ensuring relevant documents are brought forward in advance of meetings.

3. Make all the necessary arrangements for internal meetings and external visits including hospitality, accommodation and car parking arrangements for external visitors.

4. Maintain a tidy office space and co-ordinate stationery orders and the storage of fundraising, alumni and supporter relations materials, including filing and archiving.

5. Check the website on a regular basis to update supporter credits and to draft updated copy where necessary.

6. Process incoming invoices and raise journals and purchase orders.

7. Support the Development Operations Manager with financial reconciliations and with the preparation of information for reports.
8. Reconcile department credit card transactions on a regular basis.

9. Complete financial forms, including expense forms and department purchase card log and Department Credit Card. Raise and receipt purchase orders. Manage petty cash and stamp floats. Closely monitor account records such as hospitality, consumables, office supplies, printing and postage.

**Fundraising and Stewardship**

10. Process new gifts ensuring all gifts received are entered into Raiser’s Edge within 2 working days and assist relevant team member to send thank-you letters to Donors.

11. Process stewardship letters in a timely manner which includes merging and mailing of gift acknowledgement, Month 6, Month 11, anniversary letters, recording and updating of the stewardship actions, managing the giving pages;

12. Oversee the delivery of telephone campaigns, supervising student callers which will require some evening work.

13. Deliver post campaign actions such as pledge chasing, updating Raiser’s Edge, overseeing mailings, data analysis etc.

**Events Support**

14. Support the Director for the stewardship of Honorary Awardees, including liaison with the Events Team on event logistics for Honorary Degree Award Ceremonies and Honorary Fellows Ceremonies.

15. Support the team with organising and coordinating national and international events including graduation ceremonies by creating event e-flyers, registration pages on the website, processing payments and registrations for events

16. Process ticket payments and donations for event attendees, ensuring appropriate correspondence is sent.

17. Manage the Marketing and Events schedule for the team giving prompts and reminders when deadlines are planning should take place

18. Manage the event replies inbox and update the database with relevant information after the event.

19. Manage casual support: allocating tasks and monitoring progress, recruiting, supervising, motivating and training casual help for routine office tasks and for occasional call campaigns.

20. Support the maintenance of the department’s database and ensure all information is obtained and recorded accurately in compliance with the current Data Protection & Privacy Regulations.

**Other Duties**
The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager and assisting the team with general activities in the department to include managing small projects where appropriate.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.