



Robinson College

Telephone Campaign Caller

Main Purpose:

Help to strengthen relationships between the College and its alumni and friends by sharing College news, updating contact data, and encouraging philanthropic support.

Eligibility

A current Robinson student continuing in 2026/27, or due to graduate in July 2026.

Key Responsibilities

- Act as a positive ambassador for Robinson College at all times.
- Engage alumni and friends in warm, professional conversations.
- Communicate College news, developments, and goals effectively.
- Handle each call with courtesy, sensitivity, and respect.
- Accurately update alumni records while maintaining confidentiality.
- Explain and promote the importance of philanthropic support to the College.
- Work towards individual and team fundraising targets.
- Meet expectations of punctuality, reliability, and professionalism.
- Develop calling techniques to improve performance and manage objections.
- Contribute positively to the team environment.

Employer: Robinson College

Location: Robinson College

Responsible to: The Development Office – Ryan Cullum, Regular Giving and Legacies Officer

Contract & Duration: Fixed Term, Wednesday 23rd September - Friday 2nd October 2026 (45-50 hours)

Pay Rate: £13.45 per hour

Closing Date: Friday 1st May 2026

Essential Attributes

- Confident and enthusiastic communicator with a positive approach to representing Robinson.
- Reliable, trustworthy, and committed to the role.
- Strong oral communication and listening skills.
- Enjoys interacting with a wide range of people.
- Able to work independently and as part of a team.
- IT literate, with confidence and accuracy in recording data.
- Diplomatic and tactful when handling questions or objections.
- Strong sense of confidentiality.
- Positive, approachable, and professional disposition.
- Good written communication skills.
- Awareness of, and enthusiasm for, the College and current student life.

Desirable Attributes

- Active involvement in wider Robinson life.
- Knowledge and enthusiasm about the College's history and role in Cambridge University.
- Understanding of the importance of alumni engagement and fundraising.