

Robinson College

Development Administrator

CANDIDATE INFORMATION PACK

CLOSING DATE: FRIDAY 4 DECEMBER AT 9AM

About Robinson College

The College is a centre of academic excellence with about 400 undergraduates and about 300 postgraduates. Sir Richard Heaton is Warden of the College and there are approximately 90 Fellows and 125 non-academic staff.

Robinson College is the most recent addition to the 31 colleges which make up the University of Cambridge. It owes its foundation to the generosity of Sir David Robinson whose endowment is the largest single gift ever accepted by the University. Planning for the College began in 1973 when trustees were appointed; building started in 1977 and the College moved into its new accommodation in October 1980. Her Majesty The Queen officially opened the College on 29 May 1981.



Reports to: Research and Database Manager

Main purpose of the job:

The Development Administrator supports the work of the Development Office by:

Processing all gifts and financial transactions; ensuring records on the database, which underpin every aspect of the Office's work, are kept up to date; and providing the team with the support and information needed to do their work effectively. Reporting to the Research and Database Manager, they act as the first 'point of call' both internally and externally for the Department.

SALARY AND CONDITIONS

- Full time, 37 hours per week
- £29,774 FTE, per annum

COLLEGE BENEFITS

- 25 days annual leave, plus bank holidays (pro rata for part time appointments), increasing with length of service up to an additional 5 days
- Contributory auto-enrolment pension scheme
- Death in service benefit
- Free lunch in College
- Enhanced sick pay after qualifying period
- Enhanced family friendly pay after qualifying period
- Access to a benefits website which provides savings and discounts on a wide variety of purchases, as well as days out, gift cards and other offers
- Generous Salary Extras discounts –incl. Cycle to Work scheme
- Training and development opportunities
- Free parking may be available subject to capacity
- Access to University Card with subsidised travel on U bus between Madingley Road Park and Ride or Cambridge Train Station and the College
- Exercise space for a small termly charge
- Staff social club events throughout the year
- Annual flu jab subject to criteria

JOB DESCRIPTION

KEY AREAS OF RESPONSIBILITY

1. Gift and payment administration

- Process all incoming donations and payments received to the Development bank account through varied sources – this includes logging, processing and banking cash and cheques received, ensuring records are accurate and up to date and cash and cheques are processed and banked within 72 working hours

- Administrate pledges for future payments, including direct debit pledges, and legacy pledges

- Ensure correspondence relating to gifts received and donor intentions is captured accurately and consistently on Raiser's Edge NXT

- Ensure Gift Aid declarations are recorded accurately in Raiser's Edge NXT, and administer the College's Gift Aid claim to HMRC on a monthly basis

- Ensure that all incoming donations are acknowledged and thanked within 72 working hours, liaising with Development Office team members as appropriate

- Liaise with the team to ensure gift acknowledgement letters and email templates on Raiser's Edge NXT are reviewed on a regular schedule to be relevant and up-to-date

- Act as the initial point of contact to the Finance Office, working with them to ensure all figures are fully and accurately reconciled for reporting purposes

- Provide information to the College's Auditors, as required by the Finance Office

- Manage College merchandise, including buying items, processing sales made on the website and in person, and managing stock control

- Process refunds for event payments as necessary

- Oversee the online giving functionality on the College website and on NXT, ensuring it works seamlessly and securely for donors giving from all areas of the globe

2. Database administration

- Maintain accurate contact information for people on the Development database including past students (alumni) and donors on a daily basis by inputting details received directly by the office

- Liaise with the Cambridge University Development and Alumni Relations Office to exchange permitted address details on a monthly basis, and deceased notifications as they occur

- Manage processes for asking people on the database for updated information, and responding speedily and accurately to requests for less contact

- Import details of new student cohorts, tidying as necessary, and update records when students leave the College/graduate

- Export data sets including importing and exporting data as required to third party consultants as part of the annual telephone campaign or other fundraising initiative

- To support the work of the department, be responsible for producing queries and exports of gift-related data from the database, as required by members of the Development Office team

- Apply written procedures for gift administration and data management, and work with the Research and Database Manager on ensuring these are reviewed regularly and kept up to date

- Provide support to the Research and Database Manager in data tidying exercises, and flag any data issues to address or areas that could be improved

3. Reporting and compliance

- Produce regular reports on income received and funds raised as required for both internal and external audiences, including the Annual Development Questionnaire

- Produce reports on departmental expenditure as required

- Maintain awareness of all relevant privacy and other legislation relating to Development activity at Robinson, specifically where this relates to the management of personal data

- Follow procedures and maintain records of alumni and other individuals' communications preferences

4. General administration

- Manage the Development Office email inbox, forwarding emails for action or responding to them, as required

- Answer the central Development Office phone, and act as a first point of contact for alumni and other enquirers and visitors to the Office

- Process invoices and expense claims in a timely manner, ensuring that all figures are fully and accurately reconciled for reporting purposes

- Provide administrative support to the Development Director and the Deputy Director of Development, including diary management, making travel arrangements and greeting visitors

- Organise practical arrangement for meetings for internal and external Development guests by ensuring meeting rooms, parking spaces and catering are booked as required

- Manage own workload, undertaking planning, agreeing and then meeting priorities and timescales with the Research and Database Manager

- Carry out any other duties as are within the scope, spirit and purpose of the job, as requested by the Development Director or Research and Database Administrator

- During the probationary period, it is expected that the post-holder will work in the office every day whilst training and familiarising themselves with the role and the College. Upon successful completion of the probationary period, the role can be hybrid, with a minimum of three days working in the office.

PERSON SPECIFICATION

Criteria	Essential	Desirable
SKILLS / KNOWLEDGE / COMPETENCIES:	A methodical and consistent approach in carrying out tasks with accuracy Excellent attention to detail, and tenacity in ensuring a task is successfully completed Excellent IT skills, including use of Microsoft Office toolset (word processing, email, spreadsheets), databases, and the ability to learn new packages. Highly numerate, with an interest in and enjoyment of working with numbers Excellent organisational skills, ability to prioritise essential tasks and to work under pressure Capable of handling highly confidential information sensitively and with discretion Ability to work on own initiative as well as part of a team	First-class interpersonal skills and the ability to deal with people from all walks of life.
EXPERIENCE:	Working in a professional office environment Working effectively with colleagues across an organisation, including senior volunteers and senior management Planning and prioritising a number of projects simultaneously	Experience of supporting fundraising within the higher education sector Experience of Raisers Edge or NXT databases

PERSON SPECIFICATION (CONT)

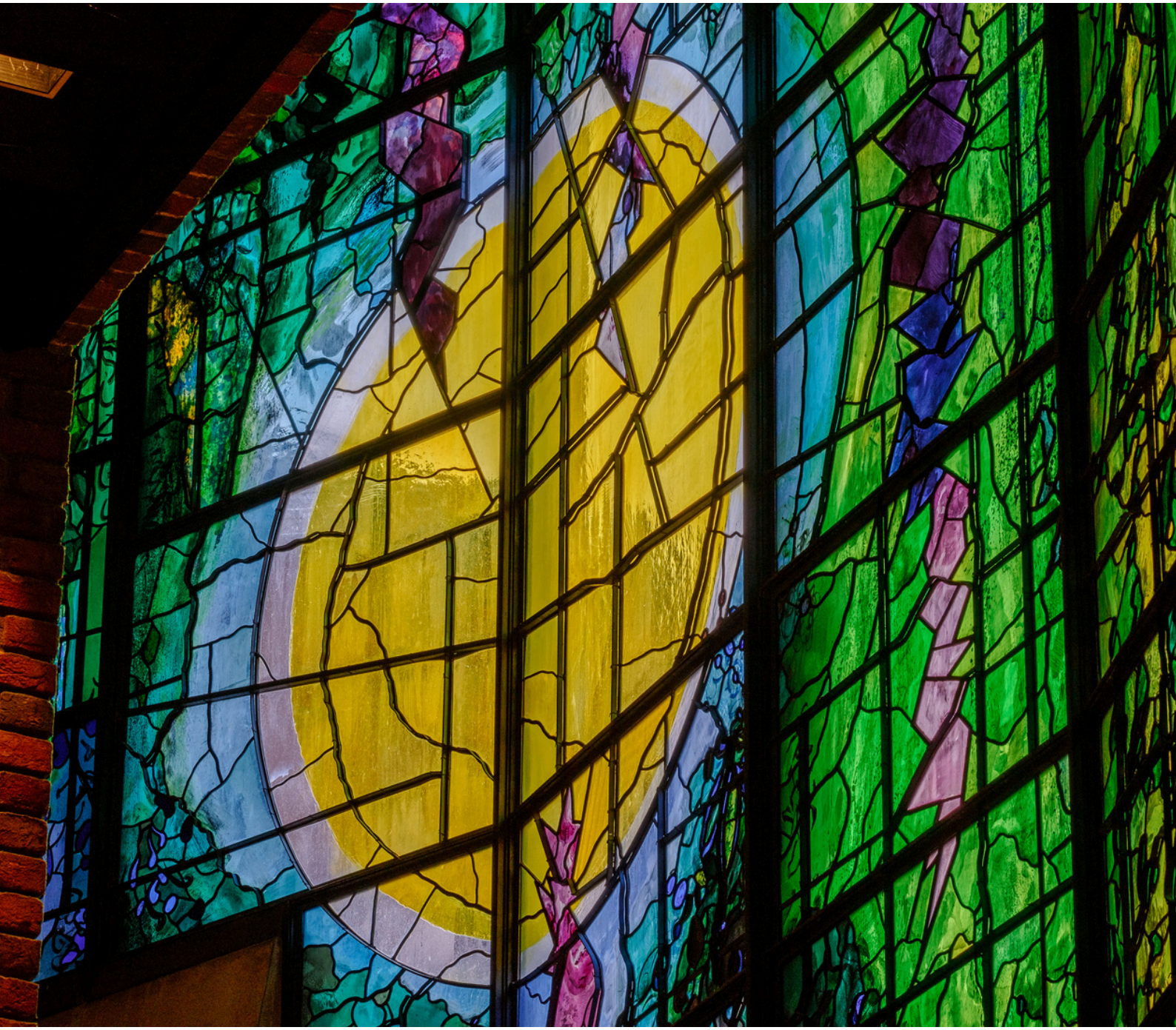
Criteria	Essential	Desirable
QUALIFICATIONS / TRAINING: PERSONAL ATTRIBUTES:	Educated to at least A level or equivalent Demonstrate willingness to take personal responsibility, as well as meticulous attention to detail and consistency Excellent organisational skills and the proven ability to coordinate a number of projects and tasks with competing deadlines Able to work in a collaborative and tactful way within a team and across an organisation Able to respond quickly and perform well under pressure on occasion Demonstrate commitment to the purpose and ethos of the department/ College Possess a high degree of professionalism, organisation and personal integrity Be enthusiastic and self-motivated with a 'can-do' attitude Demonstrate a strong customer focussed approach Demonstrate awareness of the support nature of the role, and be able to follow instructions and take direction	
EXPERIENCE:	Working in a professional office environment Working effectively with colleagues across an organisation, including senior volunteers and senior management Planning and prioritising a number of projects simultaneously	Experience of supporting fundraising within the higher education sector Experience of Raisers Edge or NXT databases

HOW TO APPLY

For an informal chat please contact Margaret Nicholson, Research and Database Manager: mn423@robinson.cam.ac.uk
Completed applications should be emailed to careers@robinson.cam.ac.uk

Closing date for applications: **Friday 4 December at 9am**

Interview date: **Wednesday 9 December**





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careers@robinson.cam.ac.uk
www.robinson.cam.ac.uk