Development Office Administrator

Candidate information pack
January 2024
An overview of St John’s College, Cambridge

An inspiring place in which to work

For over 500 years, St John’s College has flourished as an independent and self-determining academic community, whose purposes are education, religion, learning and research, and which approaches its mission with an unwavering commitment to intellectual freedom and integrity. We are committed to sustaining and enhancing the College’s global renown for scholarship across a wide range of disciplines, and we aspire to be regarded as a beacon of academic excellence. St John’s is one of the largest and most widely known of the 31 constituent colleges in the University of Cambridge, which is consistently ranked amongst the top five universities in the world.

This is a friendly, warm, and welcoming place. The College is held in deep affection by its members, who include around 155 Fellows, about 550 undergraduate and 300+ postgraduate students, some 13,000 alumni worldwide, and by our 250 staff. Our community is a tolerant, inclusive, caring, respectful meritocracy, with genuine joie de vivre. We cherish the diversity of experience, culture, and perspective in members of the College, and the way this enriches our learning and our lives. We seek to balance how we fulfil our purposes today with our stewardship responsibilities for future generations in the College, and for the wellbeing of our planet.
Development Department Organisation Chart
Job Description

Principal Responsibilities

Maximising effective data sharing, use and integrity by;

- Liaising with the database developer (Blackbaud) and the College IT department to ensure the effective maintenance and security of the database. This includes coordinating the implementation of necessary upgrades and identifying potential new functions and software to keep our technology at the sharp end of the sector.
- Identifying and coordinating any relevant IT training required for onboarding new members of staff. Delivering some in-house individual training on relevant data systems such as Raiser’s Edge to new starters.
- Being responsible for the day-to-day management of the Development Office CRMS (Raiser’s Edge) ensuring that records are accurately and consistently maintained. Devising and delivering a strategy to improve alumni data ensuring clear processes and protocols are in place.
- Working closely with other College and University departments to ensure data sharing is fluid and accurate. This includes updating members’ news, new student and graduating student information.
- Working with the Head of Fundraising to prepare data for telethons, Giving Days etc.
- Preparing reports for Council and other bodies as required, liaising with the Development Director, College departments and external organisations.
- Working with appropriate colleagues in the College to respond to relevant Freedom of Information requests.
- Working with the Head of Alumni Relations to manage the process of updating relevant contact information.
- Leading the team in data export techniques, helping to advise on best practice for segmenting and reporting on data.
- Working with the Deputy Director to complete the Annual Development Questionnaire on behalf of the Development Office.
- Managing data cleaning processes to ensure information is relevant and up to date.

Manage gift processing and payment systems on behalf of the Development Office by;

- Overseeing the process of recording and monitoring regular giving. Liaising with third party agents, the College Finance Department and the Bursary where appropriate. Identify and contact those whose payments have ceased.
- Working with the Gifts Administrator to enter gifts in his/her absence or during peak campaign periods.
- Monitoring and reconciling daily bank statements and information from CAF, other agencies and the College Finance Department.
- Managing Development Office payment systems for event and donation transactions.
- Line managing the Gift Administrator and support his/her work to ensure all gifts to the College are recorded and acknowledged appropriately, timely and effectively.
- In conjunction with the Gift Administrator, maintain an effective system for recording, reporting and acknowledging donations, preparing letters for the Development Director and the Master as required.
- In conjunction with the Development Director and Senior Bursar, prepare and monitor the creation of new funds.
- Process and monitor gift aid through the preparation of documentation including HMI R68 tax claims for the Senior Bursar on a regular basis.

Manage data regulation and compliance on behalf of the Development Office by;

- Monitoring General Data Protection Regulation (GDPR) and The Privacy and Electronic Communications Regulations (PECR) ensuring that any changes to data protection principles are swiftly identified and absorbed into internal process and procedure documents. Communicating these changes to senior colleagues in the Development Office and consulting with them regarding necessary actions to take forward and implement relevant changes.
- Working with colleagues to ensure consent and communication preferences are adhered to working with the Fundraising Regulator’s guidelines.
- Advising colleagues on best practice relating to data protection and on the appropriate wording and notices required when communicating with alumni and other individuals. Maintaining up to date data protection and privacy notices on Johnian web pages.
- Leading and managing the identification and escalation procedure for any concerns or complaints regarding data protection and compliance working with College and University specialists to ensure that any such matters are handled adequately and appropriately.

**Office and facilities management;**

- Ensure that value for money is maximised in the selection of high quality and reliable vendors for key services including post and posting facilities, office equipment and stationery.
- Place office stationery orders for the Development Office and ensure supplies are adequate.
- Liaise with the Lady Superintendent and Maintenance departments as necessary to keep the office facility in good order.

Other duties as required by the Development Director and Deputy Development Director from time to time.
## Person Specification

Set out below are the qualifications, experience, skills and knowledge that are the minimum essential requirements for the role or are desirable additional attributes.

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<th>Qualifications, Knowledge and Experience</th>
<th>Essential</th>
<th>Desirable</th>
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<td></td>
<td>• A demonstrable understanding or willingness and aptitude to understand GDPR/data protection regulation.</td>
<td>• At least 2-3 years’ experience working in a similar role in the charitable sector, ideally in education.</td>
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<td>• Experience of working with Raiser’s Edge (or similar).</td>
<td>• Previous experience of working with and managing CRMS databases.</td>
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<td>• Educated to at least A level or equivalent.</td>
<td>• Some experience of line management.</td>
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<td>• Trained in use of Excel.</td>
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<td>• Experience of financial reporting.</td>
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<th>Skills, Abilities and Competencies:</th>
<th>Essential</th>
<th>Desirable</th>
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<td>• Ability to represent the Development Office professionally and to collaborate with colleagues across the College.</td>
<td>• Ability to present new opportunities and data products to colleagues.</td>
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<td>• Highly motivated with a good work ethic.</td>
<td>• The ability to move between proactive and reactive tasks.</td>
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<td>• A team player.</td>
<td>• The ability to exercise sound judgement under pressure.</td>
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<td>• Flexibility.</td>
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<td>• Problem solving and solutions approach to challenges with an aptitude for trouble shooting.</td>
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<td>• Ability to exercise diplomacy and discretion.</td>
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<td>• Excellent attention to detail with good numerical skills and written accuracy.</td>
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<td>• Excellent organisational skills with an ability to prioritise workloads and meet deadlines.</td>
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<td>• Excellent all round IT competency with a good knowledge, or ability to get to grips with, a well-functioning CRMS system.</td>
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• The capacity to benchmark, evaluate and monitor performance metrics for existing and potentially new software.
Length of post: Permanent
Salary: The salary for the post will be between £32,305.58 - £36,008.70 p.a. (depending on experience) pro rata
Hours of work: 36.25 hours per week
Location: The role is based St John’s College in Cambridge - agile working is available for this post

Contractual benefits include:

- Membership of a Defined Contribution Pension Scheme after a qualifying period
- Additional Christmas salary payment
- Annual leave of 36 working days (inclusive of Bank Holidays)

Other benefits include:

- Free lunch in the College’s Buttery Dining Room (subject to a monetary limit)
- Access to a ‘cash plan’ healthcare scheme currently provided by Simplyhealth which provides some financial assistance towards the cost of everyday health expenses such as sight tests or dental check-ups after a qualifying period
- Free car parking close to the College (subject to availability)
- Free use of an on-site Gym
- Free life cover
- An Agile Working policy whereby eligible staff may be able to work remotely for up to 40% of their working hours.

The appointment will be subject to an initial probationary period of six months during which the appointment may be terminated by one week’s notice on either side. Following the successful completion of the probationary period, the period of notice is one month on either side.
Recruitment Process

Please include in your application:

- A completed application form;
- A brief covering letter summarising why you believe yourself to be suitable for the role and why the role appeals to you;
- A full c.v.

Applications should be sent:

by email to: recruitment@joh.cam.ac.uk
or by post to: HR Department, St John’s College, Cambridge, CB2 1TP

to arrive no later than **9.00 am on Friday 16 February 2024**. Interviews are expected to take place week commencing 26 February 2024.

In applying for this role, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy. Please see attached for a copy of our Data Protection Statement for further information about how we process your personal data.