

Stewardship Officer

Department	Alumni and Development (www.strath.ac.uk/alumni/)		
Directorate	Marketing And Development Services (www.strath.ac.uk/mds/)		
Staff Category	Administrative and Professional	Reference No	443171
Reports To	Individual Giving Manager	Grade:	6
Salary Range:	£28756 - £32344	Contract Type:	Open Contract
FTE	1 (35 hours/week)	Closing Date	06/05/2022

Job Advert

The Alumni and Development department at the University of Strathclyde is delighted to be looking for a Stewardship Officer to join our team. The role is an exciting and varied one that covers all aspects of donor experience, across the University and within the department itself.

Utilising your skills and talent you will have the opportunity to work with inspiring students and leading academics as you demonstrate the impact of donor funding has on the ground-breaking work at the University. This includes creating engaging content across numerous events and media including online, video, paper and print.

Working closely with the team you will deliver a comprehensive stewardship plan, which focuses on providing an excellent donor experience; you will play a key role in supporting the donor journey for a wide range of supporters (alumni and individuals; regular and major donors; corporate supporters and charitable trusts & foundations).

This is a role that will appeal to someone with creativity and imagination but also someone who can display good project management skills.

We welcome applications from those with customer service backgrounds, account management experience and those from outside the charity/higher education sector as we believe there is many transferable skills.

If you would like more information about the role, the workplace, our culture or the team please get in touch we can arrange a telephone call, zoom meeting or a campus tour.

Job Description

Brief Outline of Job:

This role will build valuable, in-depth relationships with University donors. Create opportunities to report and feedback to them on the impact of their donation. Whether that be funding state of the art equipment and research or how their donation as made a difference to a student from a disadvantaged background.

Key tasks will include managing and developing stewardships plans for donors, reporting systems reporting systems, producing engaging donor communications and staging events and campus tours.

Main Activities/Responsibilities:

1. Manage existing donor reporting systems and processes - including gift acknowledgements, gift payment schedules and gift reporting requirements and develop new reporting systems/ processes as new major donors come on stream. Create bespoke thank you letters for major donors (10k+) to be signed by Principal. Track and monitor bespoke multi-year gift agreements from major donors to ensure draw down on funds and other actions are taken according to schedule. Research and collate information for reports for ongoing funders where this is a requirement.

2.	Prepare individual donor stewardship plans for the University's most significant major donors (6 and 7 fig giving levels) in order to develop meaningful relationships. This involves developing and implementing tailored donor stewardship activity for c30 top donors e.g. creating donor videos; organising campus visits and events, as well as researching and collating information from a variety of sources and liaising with colleagues across multiple departments to produce annual reports for approval by the Individual Giving Manager.
3.	Create bespoke donor impact reports for the Individual Giving Manager's approval, in particular for the support of scholarships and major gift campaigns, working closely with the fundraising team and with the academics and students supported.
4.	Working with the Alumni Fund Officer, create mass donor communications for regular givers and Alumni Fund donors to demonstrate the impact and importance of their funding, including the production of digital, video and printed communications.
5.	Plan and organise an engaging programme of donor events, campus visits and one-to-one meetings. This includes creating itineraries and researching and collating information for briefing documents.
6.	Support the delivery of donor related committees and their outcomes, including the Alumni Fund Board, Scholarships Panel and Neil Hood Fund. This includes preparing donor reports for meetings and advising the Board/Panel on the donor's wishes.
7.	Support the administration of legacy giving, and the long-term cultivation of potential legacy supporters by proactively developing and delivering a programme of events, visits and meetings with legacy pledgers. Promote legacy giving through social media and website platforms etc.
8.	Support the administration of the University's donor scholarships programme, including the creation and delivery of student progress reports and reviewing the donor journey and donor satisfaction of long-term supporters.
9.	Manage the Development Assistant post, which provides administrative support across the Individual Giving and Major Gift fundraising teams.
10.	Deliver any other fundraising duties as may be required, which are appropriate to the grade and role of the post holder.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

D1 Educated to HNC/HND level in a relevant subject (e.g. Business / Marketing / Communications) or equivalent experience

Experience

D2 Substantial customer focussed communications experience, which may have been gained within a charity or a Higher Education environment, but not exclusively in these fields

E1 Experience of delivering engaging donor or customer focussed communications in various formats including but not exclusively digital, video and printed materials

E2 Experience of account managing donor or customer (corporate) relationships including detailed reporting on deliverables and impact

D3 Experience of using a contact management database (e.g. The Raiser's Edge)

D4 Experience of managing a legacy administration programme

Job Related Skills and Achievements

E3 Knowledge of fundraising techniques and processes, or a working knowledge of the cultivation processes and the donor/customer experience journey.

E4 Knowledge and experience of devising and implementing administrative processes to improve donor or customer satisfaction.

E5 Knowledge and experience of event management for a wide range of audiences (from small, exclusive dinners to larger receptions)

D5 Knowledge of the charitable trust and foundations funding environment, and ideally experience of making successful funding applications

Personal Attributes

E6 Self-motivated, confident, driven and enthusiasm for developing fundraising programmes

E7 Excellent planning and organising skills, with the ability to manage competing demands

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- E8 Strong interpersonal skills; a team player with an ability to work closely with a wide range of internal stakeholders.
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- E9 Strong communication skills, with the ability to make persuasive arguments concisely both verbally and in writing.
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- E10 Creative and innovative; able to generate significant ideas for innovation and change
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- D6 An interest in the work of the Higher Education sector

Other Relevant Factors

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- E11 Willingness to travel, both in the UK and internationally, and to work some evenings/weekends
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Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Karen Boyle, Head of Alumni & Development (Karen.boyle.100@strath.ac.uk).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Formal interviews for this post will be held on 17/05/2022.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing gender equality in academia across all academic disciplines and professional and support functions.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

