Job title: Development Assistant

Salary: £21,000 - £24,000 (Grade 4 of the Oxford University Salary Scale)

Location: Hertford College, Oxford, OX1 3BW

Hours / contract: full-time / permanent

Co-workers: There are five posts in the Development Office: Director of Development, Deputy Director, Development Manager, Alumni Relations Assistant and Development Assistant.

Background

Hertford is one of the larger Oxford colleges, with over 400 undergraduates and nearly 200 postgraduates. First founded as Hart Hall in 1282, and then refounded as Hertford College in 1874, the main site lies in the heart of Oxford, nearby the Radcliffe Camera. The college is governed by a body of 38 Fellows, and has a community of 7,000 alumni members. The Development Office forms the main point of contact between Hertford and its alumni.

This is an exciting time for Hertford. The Principal, Will Hutton, joined the college in 2011 and is overseeing a period of growth. Will is a dynamic and charismatic figurehead for the college, having formerly been Editor-in-chief of the Observer, and is also a best-selling author and leading public intellectual. The Director of Development, Julia Thaxton, joined in 2014 and is implementing a new strategy for the Development Office across all areas.

Hertford is known for its progressive social agenda and proactive approach to access. The college is a friendly and open community, where staff, fellows, alumni and students work together for the best interests of current and future students. 2014 marked the 40th anniversary of co-education in Oxford, when Hertford was one of the first of the all-male colleges to admit women into mixed residence. 2015 was the 50th anniversary of Hertford’s pioneering access scheme: in the 1960’s one of Hertford’s academics, Neil Tanner, was the first person to kick-start access at Oxford by personally encouraging applications from state schools, attracting young people from non-traditional backgrounds to study at Hertford.

Hertford started to invest seriously in fundraising in 2012, so much more recently than many other colleges in Oxford. We have covered a huge amount of ground since then, using novel fundraising campaigns to kick us off in the right direction. Recent projects have included two fundraising bike rides (one coast-to-coast in the UK, the other from Oxford to Venice) and a virtual challenge for alumni (we collectively circumnavigated the globe by asking alumni to pool kilometres from their fitness apps: 360.hertford.ox.ac.uk). We are currently focusing on the academic core of the college, encouraging alumni to give back to their subject of study, and we will soon be launching a major capital campaign. 2016-17 was our most successful fundraising year to date, raising £924,000 from 878 donors (up from £530,000 two years ago, from 556 donors).

And we’re now looking for new people to help us continue this upward trajectory and be a part of Team Hertford!
Job description

Primary responsibilities:

Alumni enquiries & admin
- Act as the first point of contact for alumni enquiries to the Development Office, answering the phone and responding to emails. Where necessary, direct alumni queries to other contact points in the college and ensure their enquiries receive a prompt response.
- General administrative duties, including processing address updates & returned mail. Ensure that personal details on the database (particularly address and job information) are as accurate as possible and that outdated data is deleted.
- Record alumni communications consent and contact preferences, ensuring that alumni are aware of how we store and use their data.
- Take alumni wishing to tour the college on ad hoc visits around the main college site.

Gift processing & thank you letters
- Ensure that gift information is entered accurately on the database and liaise with the bursary and University office to process gifts in a timely manner.
- Draft thank you letters, regularly reviewing and updating text, and ensure that they are sent to donors in the appropriate way. Identify opportunities to update alumni and donors with news of college and student activities.

Events & registrations
- Co-ordinate Hertford-based events and act as the main point of contact for events involving alumni organised by other representatives, e.g. subject / society dinners.
- Process registrations and oversee administration of other events, including regional and overseas receptions.
- Assist alumni wishing to organise private events in college.
- Devise ways to improve events and streamline administration.

Data management & research
- Use the database and other tools to look into alumni giving patterns, event attendance, interactions and social media activity to help inform our fundraising and communications strategies.
- Research and profile prospective donors, drawing individual cases to the attention of other team members where appropriate.
- Identify processes & protocols for entering information on the database and ensure that members of the Development Office are aware of and adhere to best practice policies.
- Ensure that data on DARS is regularly updated and cleaned.

Additional responsibilities
- Attend events and represent the College in a way which effectively promotes the College and enhances its reputation.
- Contribute to internal and external communications, including social media posts about college and alumni activities.
- Help facilitate a smooth-running development operation that interacts easily with other departments in the College.
- Generate new ideas for the development team, helping us work together to improve in all areas.

This list includes the principal responsibilities of the role but is not exhaustive. Other relevant duties may be specified from time to time.

### Person specification

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Educated to degree level, or equivalent professional experience.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience</td>
<td><strong>Essential:</strong> Applicants must have experience of working within an office environment. <strong>Desirable:</strong> Experience in maintaining and managing information on a database. Experience of working in a customer facing role.</td>
</tr>
</tbody>
</table>
| Professional qualities | **Essential:**  
- Excellent written and spoken English  
- Numerate and confident in handling financial data  
- Impeccable attention to detail in all work undertaken  
- Able to work calmly under pressure, to prioritise and manage a varied workload  
- Strong IT skills, particularly Microsoft Office |
| Personal qualities |  
- Enthusiastic, motivated and energetic  
- Friendly, articulate and professional; able to communicate with a wide variety of people  
- Organised and logical  
- A passion for the value of higher education and an understanding of the issues that face the sector and the University of Oxford in particular |

### Additional details

**Annual Leave:** 23 days + Christmas (5 days) and Bank Holidays.

**Hours of work:** Your normal hours of work will be from 9am to 5.30pm Monday to Friday. You will also be required to work at functions and events outside of working hours, for which you may be entitled to time off in lieu as agreed with your manager.
Meals: Staff lunch is provided free of charge in the College Hall.

Pension: All Hertford employees are entitled to enrol in the Oxford Staff Pension Scheme (OSPS) after their probation period.

Training: in-house training will be available for applicants unfamiliar with organising events and/or use of the DARS database; further training and development may be available with the Development Office’s budget.

Probationary period: The appointment is subject to a probationary period of 3 months.

How to apply

Applications will be accepted by email only. Please include the following attachments:

1. CV (maximum 2 sides of A4)
2. Covering letter detailing how your experience, skills and qualifications meet the criteria for the post
3. A completed Employment Application Form (available from the College website [www.hertford.ox.ac.uk/about/vacancies](http://www.hertford.ox.ac.uk/about/vacancies))

Applicants are also asked to complete and return an Equal Opportunities Monitoring Form (available from the College website [www.hertford.ox.ac.uk/about/vacancies](http://www.hertford.ox.ac.uk/about/vacancies)), provided that they are happy to do so.

Applications can be emailed to hr@hertford.ox.ac.uk.

Data Protection
All data supplied by applicants will be used only for the purposes of determining their suitability for the post and will be held in accordance with the principles of the Data Protection Act 1998.

Equal opportunities
Hertford College is an Equal Opportunities Employer.