Job title: Deputy Development Director (Operations)

Salary: £35,000 - £44,000 (Grade 7 or 8 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).

We’re now looking for new people to help us continue this upward trajectory and be a part of Team Hertford!
The role

The Deputy Director will be responsible for the delivery and execution of the college’s development and alumni relations strategy. S/he will represent the Development Office at college staff meetings and alumni committees, making executive decisions and having input into development strategy. The post-holder will be expected to demonstrate maturity and good judgement, independence of thought, excellent interpersonal skills, and the ability to come up with creative ideas.

The post-holder will oversee the day-to-day running of operations and activities within the Development Office. S/he will line-manage the Development Assistant and Alumni Relations Assistant, training them to work independently and develop their experience. Depending on the experience of the successful candidate, s/he may also line-manage the Development Manager.

Responsibilities will include:

**Team management**

- Provide leadership, motivation and support to all members of the Development team.
- Take responsibility for the smooth and efficient delivery of the Development Office’s activities and operations.
- Maintain the quality of the Development Office’s output.
- Deputise for other Development team members when required and where appropriate.
- Line-manage the Alumni Relations Assistant and Development Assistant. Depending on the experience of the successful candidate, the post-holder may also line-manage the Development Manager.
- Recruit and train new members of the team; identify opportunities for and schedule ongoing team training.

**Office management**

- Provide a link to other teams and departments within the college, including Bursary, College Office, Catering, Housekeeping and Porters, to ensure the smooth and efficient running of Development activities; attend the weekly Heads of Department meeting.
- Oversee the accurate reconciliation of Bursary and Development Office records, addressing any anomaly or area of concern with the assistance of colleagues.
- Monitor the efficacy, value for money and utility of external service providers that are used by the Development team.
- Monitor Development Office capacity and potential risks to that capacity presented by organisational limitations, upcoming events and changes to the fundraising environment.
- Devise and shape the process for regular review of Development team progress and the reporting of performance to Development Committee.

**Alumni Relations and Communications**

- Be a prominent ‘face of the college’, attending alumni committee meetings and events as a senior representative of Hertford.
- Ensure that all alumni enquiries are dealt with swiftly, prompting other team members or college departments where necessary.
- Ensure that a holistic communications strategy is delivered by the Development team. Oversee the production of regular publications and mailings, with the support of other team members, including: Hertford College magazine, newsletter, donor reports, fundraising mailings, thank you letters, monthly e-bulletin, social media content.
- Quality control and oversee Development communications to ensure that all print and digital communications are of the highest quality and adhere to the college brand and message.
- Regularly update and refine the Development pages of the college website, and prompt Development team members to make updates where required.
- Ensure that the academic work of the college is accurately represented in Development publications, as well as other areas of college life.
- Ensure that Development communications and data handling adhere to GDPR best practice.

**Fundraising**

- Contribute to the process of identifying opportunities and targeting fundraising activity, recording prospects, prompting action against plans and briefing/de-briefing the Director of Development and any others involved in
face-to-face meetings.

- Produce regular statistical analyses for the Development team to identify the effectiveness of specific fundraising initiatives.
- Where necessary, assist the Development Manager with the organisation of the annual fund and telethon campaigns.
- Work with the Development Assistant to ensure that gift administration is efficient and accurate and that acknowledgements are produced in an appropriate and timely manner.
- Manage relations with donors supporting scholarships and prizes, in liaison with the College Office.
- Maintain full awareness of, and act in accordance with, legislation concerning philanthropic gifts, particularly in relation to data protection and tax-efficient giving, both in the UK and overseas.

**Events**

- Set a strategy for events to create an engaging programme that caters to specific categories within our audience.
- Oversee the programme events, developing schedules and content, identifying speakers and venues and overseeing the administration of events by the Alumni Relations Assistant and/or Development Assistant as necessary.
- Ensure that all records of bookings and attendance are maintained accurately on the DARS database, with the support of the Alumni Relations Assistant and/or Development Assistant.

**Database and Systems**

- Manage the Development Assistant to ensure that the alumni database is kept up to date and is regularly audited.
- Oversee regular and accurate updates to the database by the Development Assistant, to include gift administration, pledge-chasing and gift renewal, financial reporting.
- Collaborate with the Development Offices of other colleges and with staff at the University to remain aware of database best practice and to champion its adoption.
- Liaise with University-wide systems and processes including prospect clearance, benchmarking and other database processes.
- Liaise with the College IT team and accountant to ensure system integrity, Information Security and compliance with relevant data handling safeguards.

**Development ambassador**

- Understand and remain conscious of the financial position of the College and be able to articulate how Development activity impacts upon the work of the institution now and into the future.
- Establish and maintain an understanding of the College’s academic objectives and their relationship to the Development targets and priorities.

**Opportunities for future growth**

Depending on the experience of the successful candidate, the post-holder may also line-manage the Development Manager.

After a successful period in post, the post-holder may wish to add a portfolio of prospects for face-to-face fundraising meetings to their role, in consultation with the Director of Development.

**Training**

Training will be available from CASE and other providers to support you in any areas of concern. Full training on the college database is provided by the University.
## Person specification

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<th>Qualifications</th>
<th>A good undergraduate degree is essential.</th>
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| **Experience** | **Essential:**  
You have experience of fundraising and/or supporter relations within the Higher Education or charity sectors.  
You have extensive experience in one or more of the following areas: running regular giving activities; producing publications for an alumni/supporter audience; managing events in a Higher Education or similar environment.  
You have experience of handling and storing data, and you are willing to become an expert in our database (DARS).  
**Desirable:**  
You have experience of managing and motivating people, giving them the opportunity to learn from your experience and leading by example.  
You are aware of fundraising best practice and data protection regulations. |
| **Professional qualities** | You demonstrate intelligence and maturity, and you inspire confidence in people you meet.  
You have good judgement and can use your initiative to make independent decisions, but you also know when you need advice.  
You think creatively, coming up with new ideas and solutions to problems.  
You work logically and methodically, working your way through nuanced issues and using your common sense.  
Your spoken and written English is excellent and you can write engaging copy for print and online.  
You are numerate and confident in handling financial data.  
You pay impeccable attention to detail in all areas.  
You value quality and efficiency, and enjoy refining systems and procedures to improve output.  
You are proactive, flexible and adapt well to changing circumstances.  
You can work calmly under pressure, and are able to prioritise and manage a varied workload.  
You are reliable and you never miss a deadline.  
You have strong IT skills, particularly Microsoft Office. |
| **Personal qualities** | You understand and believe in the value of higher education and the issues that face the sector and the University of Oxford in particular.  
You are friendly, articulate and professional; you can communicate with a wide variety of people.  
You are enthusiastic, motivated and energetic. |
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)

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), 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.

Annual Leave: 23 days + Christmas and Bank Holidays.

Hours of work: Your normal hours of work will be from 9am to 5pm 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 in 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.

Probationary period: The appointment is subject to a probationary period of 6 months.