



Goodenough College

| | |
|-------------------------|--|
| Job Title: | Development and Alumni Relations Assistant |
| Reports to: | Head of Development |
| Staff reporting: | N/A |
| Based at: | Mecklenburgh Square, London WC1N 2AB |
| Salary: | Up to £27,000 per annum |

Job purpose

- To be a key member of the Development and Alumni Relations department to help meet its objectives and contribute to the smooth running of the team.
- Provide efficient administration in all aspects of the Development and Alumni Relations department.
- Support the Director of Development and Alumni Relations, Head of Development and Senior Alumni Relations Manager in their roles and activities.

Main duties and responsibilities

Development and Alumni Relations team administration

1. To be the first point of contact for queries to the team and either dealing with or signposting them to the relevant person in a professional and engaging manner.
2. Manage incoming correspondence including the Alumni mailbox. Write/draft letters, emails, reports and other correspondence. Draft letters including thank you letters for any donations.
3. Maintain the Development and Alumni Relations department's digital filing system, ensuring that details of correspondence, proposals and pledges/payments are filed correctly (and also updated on the database) and to dispose of files as per regulations and the College's policies.
4. When required, attend and support the Development and Alumni Relations team's events. Assist the team in making them well organised by dealing with any administration, including taking RSVP's and answering queries. Also, make guests feel welcome by greeting and registering guests on arrival and participating in the event.

5. Help research, collate, organise and edit material for inclusion in letters, proposals and reports for internal and external audiences.
6. Keep donor and prospect records updated in Raisers Edge, with relevant correspondence, payments and contact information, to ensure data is accurate at all times.
7. Manage any returned mail, emails, changes of address or other relevant information by updating details in Raisers Edge accurately and promptly.
8. Provide administrative support to team projects as required, including the annual Giving Day, maintaining excellent relationships with departments across the College.
9. Take minutes in meetings (and actions from Team Meetings) as required and produce good and accurate notes. Ensure all notes are saved correctly.
10. Make travel arrangements for the Development and Alumni Relations Team when travelling for business or visiting our site in Scotland.
11. Contribute and provide support for the College's Alumni engagement software platform Goodenough Global.

Finance

12. Raise and process invoices, reconcile payments and provide the Finance Team with the correct coding for payments and expenditure.
13. Process expenses as required for the Director of Development and Alumni Relations and Head of Development.

Other duties

14. Undertake any other duties as requested by the Head of Development.

Person specification

| | |
|--|--|
| Job Title: Development and Alumni Relations Assistant | |
| Education/ training | <ul style="list-style-type: none"> • Excellent written English and numeracy. (E) |
| Experience | <ul style="list-style-type: none"> • Experience working in either Development or Alumni Relations functions or transferable administrative experience, ideally in a small team. (E) • Database experience, preferably in fundraising (Raisers Edge desirable) with experience of maintaining accurate data. (E) • Producing emails, letters, minutes, and other documents to a high standard. (E) • Raising invoices, reconciling payments and maintaining accurate financial records. (D) • Working understanding of GDPR regulations. (D) |
| Technical skills and abilities | <ul style="list-style-type: none"> • Flexible approach to work, with the ability to organise, prioritise workloads and meet deadlines. (E) • Proficient in using Microsoft Office particularly Outlook, Word, Excel and PowerPoint. (E) • Self-motivated with a meticulous attention to detail and ability to use initiative. (E) • Strong interpersonal skills with the ability to create positive and sustainable internal and external relationships [E] |
| Knowledge/ understanding | <ul style="list-style-type: none"> • Team player able to contribute to the achievement of common goals. (E) • Ability and willingness to attend some evening and out of hours events. (E) • Understanding of the basic principles of fundraising. (D) |

* E = Essential

D = Desirable

Review arrangements

The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.