



UNIVERSITY of
BRADFORD

Professional Services

Research, Innovation And Engagment

Alumni And Development Data Administrator



Job Description and Person Specification

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|------------------------|---|
| Job Title: | Alumni and Development Data Coordinator |
| Grade: | 5 |
| Vacancy Reference: | |
| Faculty / Directorate: | Research, Innovation and Engagement |
| Service / Department: | Engagement and partnerships Team |
| Location: | E63, Richmond Building |
| Reports to: | Alumni Relations Manager |
| Responsible for: | |

Main Purpose

- To provide a critical support function for the Alumni and Development Team leading on data management and CRM administration and responsible for the management of related data processes including extracting, producing and analysing data and reports to enable day to day operations and aid strategic decision making. The role will provide financial and general administrative support for the team with respect to day to day activities, monitoring budgets and processing expenses, purchasing and general financial transactions including fundraising and donor admin. The role will also support alumni and development events and key volunteering projects.

Main Duties and Responsibilities

1. To lead on the day-to-day management and maintenance of the central alumni and development CRM system including actively updating alumni, donor and honorary graduate records as well as training and supporting team members on using the CRM system. To support the Alumni Relations Manager to develop and then lead on the implementation of data entry protocols and for ensuring data is regularly updated, cleaned and accurate.
2. Undertaking a variety of complex CRM administration processes including data extracts and imports, mail management, alumni registrations, and financial management, with particular reference to processing donations and transactions in a timely fashion.
3. To coordinate and manage the processing of all data requests, executing searches, queries and reports from the Alumni and Development CRM system, for a variety of purposes including direct marketing and communications, fundraising and appeals, market research and insight, and other strategic activities.

4. To play a lead role in coordinating and supporting large and complex data management and maintenance operations as part of periodic activity including global alumni surveys, telephone fundraising campaigns (telethons), six-monthly imports of new graduate data, data cleansing activities, and CRM transition projects.
5. Assist with the regular extraction, reporting and analysis and interrogation of alumni relations and fundraising data to support and inform future strategy and aid reporting.
6. To monitor, evaluate and support the ongoing review of GDPR compliance for all aspects of the Alumni and Development Team activities and operations. To manage and develop, under the guidance of the Alumni Relations and Development Managers, data-management policies for the team.
7. To support the work of the Development Team through various administrative tasks and in particular in relation to processing gift aid claims and donations, managing pledges, renewals and gift acknowledgements.
8. Working with the Alumni Relations and Senior Development Managers to implement new procedures as necessary to streamline all alumni engagement and financial processes and integrate them with other teams, with responsibility for ensuring financial and donation management is in line with industry sector best practice standards.
9. To manage alumni and development enquiries received by email, social media, post or telephone in a quick and helpful manner, and within the agreed response time, directing enquiries to other members of the team as appropriate.
10. To manage requests from alumni and students to join social media groups and process relevant alumni information from social media accounts (namely LinkedIn and Facebook), updating the alumni CRM system accordingly.
11. To support the management and development of the alumni and development websites, as a trained user of the University's web content management system, and lead the development of the Team's internal web and SharePoint sites.
12. To support the organisation and delivery of alumni and development events including prospect meetings with potential donors and funders.
13. To coordinate the organisation of all alumni reunion events, liaising with alumni volunteers and student ambassadors. To evaluate, review and implement improvements to the way Alumni reunion events are managed for maximum impact and engagement.
14. To provide administrative support for key alumni engagement and volunteering initiatives including the Alumni Advisory Panel, Alumni Ambassadors, and Alumni Referral programmes.
15. To undertake financial administrative duties for the team including monthly monitoring and reporting of spend, annual accrual procedures, and day to day expenses including booking the team's travel, training and accommodation.
16. To arrange, schedule and service all alumni and development team meetings including, organising venues, ordering catering, minute-taking and coordinating action logs.

17. Provide administrative support to the Alumni Relations Manager and the Senior Development Manager.

18. Carry out other duties as may reasonably be required and as appropriate for the grade and role.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.

University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do
- We give invention light and celebrate creativity and **innovation**
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported and leveraged

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity and Inclusion (EDI) leading institution. Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service. Mandatory training must be completed on commencement of the role, without delay.

Health, Safety and Wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information Governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic or other formats. An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal Record Disclosures and Working with Vulnerable Groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University Policies and Procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.

Post Specification

| | Essential | Desirable |
|---|---|--|
| Qualifications | <ul style="list-style-type: none"> • 3 A-Levels or NVQ Level 4 Qualification or equivalent experience • ECDL or other equivalent IT qualification | <ul style="list-style-type: none"> • CRM or Database Administration Qualification |
| Experience, Skills and Knowledge | <ul style="list-style-type: none"> • Experience of using and managing CRM systems, databases, and digital marketing tools including CMS • Experience of managing financial information, i.e. purchase orders, Invoices and monthly reporting • Experience of administrative work preferably in an office environment • Experience of supporting event, volunteer and/or project management • Excellent administrative skills with demonstrable evidence of attention to detail and an organised approach to tasks • Awareness of the importance of data security and confidentiality (GDPR) | <ul style="list-style-type: none"> • Experience of working in Higher Education • Experience of working in a similar external facing role i.e. alumni or stakeholder engagement. • Understanding of GDPR in a HE context • Experience of using alumni relations and fundraising databases such as ThankQ or Raisers Edge • Experience of using Financial Management software |

| | Essential | Desirable |
|---|--|---|
| | <ul style="list-style-type: none"> • High level of proven competence in Microsoft Office Suite and databases | |
| Job Specific Requirements (please delete this section if not applicable) | <ul style="list-style-type: none"> • Good interpersonal skills and the ability to work as part of a team as well as an ability to work independently, show initiative and exercise sound judgement • Strong written and verbal communication skills combined with the confidence to interact with a range of stakeholders, including some at senior levels • Excellent data mining and analysis skills, able to sort, interpret and present data in a clear and organised manner. • Confidence in using social media to monitor conversations and to engage with stakeholders • An understanding of and commitment to providing excellent customer care • Ability to balance competing priorities under pressure of deadlines without compromising the quality of service delivery • High accuracy and strong attention to detail | <ul style="list-style-type: none"> • An understanding of alumni relations and philanthropy, recognising why people volunteer time and donate funds • An ability to comprehend new technology and developments in digital media would be useful • |

| | Essential | Desirable |
|----------------------------|--|---|
| Personal Attributes | <ul style="list-style-type: none"> • Excellent time management and organisational skills. • Commitment to valuing people and equal opportunities. • Committed: demonstrates passion for education. • Flexible, resilient and able to deal with changing demands and priorities. • High level of personal motivation. • Committed to continuing personal and professional development. • Understanding of the University's commitment to Equality and Diversity. | <ul style="list-style-type: none"> • |