



UNIVERSITY OF LONDON

University of London Job Specification

Job Title: Development Officer

Department: Development Office

Level: 06 (CTS)

Job Purpose:	The Development Officer will be responsible for engaging individual major donors and raising philanthropic income for the University's fundraising priorities.
Job Content:	
The Development Officer will be required to:	
<ol style="list-style-type: none">1. Manage, cultivate, and solicit an agreed prospective donor pool, as agreed by the Head of Development and the Fundraising Research Manager, with a view to securing individual major gifts of £5,000+ in support of the University's agreed priorities including Senate House Library, Institute of Commonwealth Studies, Warburg Institute, and scholarships.2. Undertake personal solicitation of major gifts from prospective individuals and organisations, focusing on face-to-face meetings (approximately 80-100 per year), the number of solicitations made, the number of proposals undertaken and closed, and the amount of funds raised.3. Work collaboratively with the Fundraising Research Manager to identify new prospective donors and to progress these relationships appropriately.4. Work closely with the Head of Development, colleagues in the Development Office and across the University on the creation of proposals, funding applications and stewardship reports as appropriate.5. Maintain close business relationships with each prospective donor assigned to them and whenever possible bring the prospective donors to the point where they can be asked for philanthropic support. This will include;<ol style="list-style-type: none">a. Working closely with the Director of Development and Head of Development to create and deliver effective strategies to ensure positive and purposeful donor relations with major gift prospects and influencers.b. Working with the Head of Development and Constituency Engagement team to plan, organise and manage a range of high profile events and visits to inform, cultivate and steward existing and potential high-level donors. This will include ensuring an appropriate strategy is in place for each individual prospect.c. Working with the Constituency Engagement team to develop the production of materials (including electronic formats) designed to inspire and illustrate the benefits of all forms of engagement between donors and the University.	

<p>6. Maintain confidentiality and a high level of discretion at all times and to work within established Development Office protocols for the recording of all development activity - including all communications, contact reports, gift agreements, data management etc – on the Blackbaud CRM database.</p> <p>7. Play an active and positive role as a member of the Development Office team to embed a professional and sustainable development programme for supporters of the University of London.</p> <p>8. Maintain a consistent brand image in all communications in line with the University’s identity.</p> <p>9. Actively participate in internal and external networks; build on-going and effective relationships with a wide range of contacts to ensure the continued smooth operation of the Development Office;</p> <p style="padding-left: 40px;">a. This will include being aware of our responsibilities to ensure a clear distinction between the University of London’s development programme and those of its member institutions.</p> <p>10. Carry out research and projects and any other duties consistent with both the grade and scope of the post reasonably required of the post holder by their line manager.</p> <p>11. Actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</p> <p>12. Adhere to the University of London IT policy and requirements.</p> <p>13. Maintain an awareness and observation of fire and health and safety regulations.</p> <p>14. Any other duties reasonably required of the post holder by their line manager.</p>	
Reports to:	Head of Development
Responsible for:	N/A

Person Specification
<p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Experience of fundraising or relationship building with a full understanding of the impact that the University’s teaching and research has on society. • Ability and confidence to work with senior staff members; with strong awareness of the “big picture” issues relating to the University, the Higher Education sector generally and the wider political scene and how this will affect the work of the Development Office • Ability to participate in and support networks (both internal and external) to build and maintain relationships over time and establish new communication channels. • A thorough and detailed approach with excellent attention to detail • The ability to resolve problems with a “can-do” attitude.

- The ability to prioritise actions, respond to competing demands and advise the Head of Development, Director of Development and other senior leaders at the University appropriately.
- The ability to work flexibly and remain calm under pressure.
- Ability to deal tactfully and effectively with staff at all levels, demonstrating discretion and tact where appropriate.
- High standards of personal and work presentation and ability to gain credibility with prospects, senior University staff and key volunteers.

Desirable:

- Proven track record of securing major gifts - preferably from alumni and within the HE sector for a range of projects, including scholarships, research and capital projects
- Ability to present information confidently and clearly to senior level staff (internally and externally)
- An understanding of how to develop the Case for Support for universities in the UK and education globally

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Strong written and oral communication skills with an excellent grasp of written English
- Experience of making personal solicitations to major prospective donors, writing contact reports and establishing formal stewardship plans. Experience gained within a Higher Education context is highly desirable.
- The ability to source and prepare complex information and translate into impactful written reports for lay audiences
- Exceptional IT and administrative skills, including a good working knowledge of Microsoft Office packages
- Strong literacy and numeracy skills
- Understanding of the function and purposes of customer relationship databases and systems

Desirable:

- Experience of using CRM software in a fundraising context – for example Blackbaud products
- Being familiar with methods of tax-efficient giving in the UK and overseas and understanding the relevant charity, Freedom of Information and Data Protection legislation.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- Educated to degree level or equivalent experience

Competency Requirements	Essential	Desirable
Academic Community focus	B	
Adapting to change	B	C

<i>Commercial awareness (optional)</i>	C	
Creativity and innovation	C	
<i>Customer focus (optional)</i>	C	D
<i>International engagement (optional)</i>	B	C
Interpersonal understanding	C	D
Leadership	B	
Managing resources	B	
Organisational commitment	C	
Proactivity and planning	C	
Problem solving and decision making	B	
Performance Management	B	B
Resilience	C	
<i>Staff development and commitment to learning (optional)</i>	C	
<i>Stakeholder focus (optional)</i>	C	
<i>Striving for excellence (optional)</i>	C	D
Working collaboratively with others	D	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model: https://london.ac.uk/sites/default/files/governance/UoL-Consolidated-Competency-Model-%28Updated-Oct-2018%29.pdf</p>		