

## JOB DESCRIPTION – Head of Alumni Development

Candidates are expected to spend time looking at the College website [www.stclares.ac.uk](http://www.stclares.ac.uk) which provides information about St Clare's and the courses we offer.

JOB SPECIFICATION	
<b>Title of Post</b>	Head of Alumni Development
<b>Purpose of Role</b>	<p>To establish and lead St Clare's Alumni Development Office, the main point of contact for former students and friends of the College.</p> <p>The Alumni Development Office, initially with the support of the Marketing Department, will aim to foster a sense of belonging and nurture relationships with all those who have benefited from a St Clare's education and those who share the College's ethos, aims and vision. Throughout the year, the Alumni Development Office will organise a range of events in the UK and overseas. It will also produce publications (e-newsletters, donor reports, campaign brochures) and maintain contact with supporters through social media. The Alumni Development Office will support St Clare's through fundraising and by promoting the College's achievements and aspirations in advancing international education and providing educational excellence. It will actively seek donations from alumni and friends in support of vital aspects of College life, particularly for scholarships and hardship bursaries in the first few years but potentially also for building and facilities development in the future.</p> <p>The office must:</p> <ul style="list-style-type: none"> <li>• Deepen and strengthen relationships between the College and the St Clare's community of alumni, past parents and friends</li> <li>• Lead the College's fundraising efforts with alumni, parents and friends, achieving significant fundraising targets</li> <li>• Organise and deliver an annual programme of events for alumni</li> <li>• Develop and deliver a programme of personalised activities and communications for those who support the College with philanthropic donations (both lifetime gifts and legacies)</li> <li>• Regularly liaise with alumni, current and past parents, former governors and former staff</li> </ul>
	<p>The Alumni Development Office should be outward-looking, consultative and committed to building meaningful relationships with alumni, donors, staff and students. It will respond to the evolving needs of the College, our students, and wider society, and collaborate to fulfil social, cultural and economic benefits to St Clare's, Oxford. It will work together collaboratively and creatively to build the St Clare's wider community, nurture and develop talent, and advance international education.</p>
<b>Reporting Structure</b>	The Head of Alumni Development reports directly to the Principal and informs the Senior Management Group of relevant information.

<p><b>Key Responsibilities</b></p>	<p>The work of the Alumni Development Office is detailed below, and the role of the Head of Alumni Development is to ensure the Alumni Development Office carries out these responsibilities thoroughly and successfully. Strategic planning will be essential to focus on the most important priorities to ensure the early success of fundraising efforts, while simultaneously building a successful department which is profitable year on year over the long-term.</p> <p><b>Relationship Building</b></p> <ul style="list-style-type: none"> <li>• Developing and maintaining good relationships with members of the wider St. Clare's community – older St Clare's graduates, parents, teaching and non-teaching staff and other friends of the College</li> <li>• Supporting the Principal in building relationships with principal donors</li> <li>• Building and deepening relationships with alumni and donors; developing and managing a programme of activities and communications to ensure all donors have a positive experience of giving to St Clare's</li> <li>• Developing a communications strategy tailored to alumni at various life stages and levels of connection.</li> <li>• Seeking to cultivate alumni already engaging via mentoring/careers talks, and approaching a wider group</li> <li>• Creating and maintaining a network of alumni volunteers (regional ambassadors, and the Development Committee)</li> <li>• Capturing insights from each generation of St Clare's leavers and raising awareness of the alumni network benefits</li> </ul> <p><b>Event Organisation</b></p> <ul style="list-style-type: none"> <li>• Managing and delivering the alumni events programme, including reunions and networking events in Oxford, London and overseas.</li> <li>• Developing, planning and executing an annual programme of events for alumni, past parents and friends, including reunion dinners and networking events</li> <li>• Producing invitations, organising catering and all other elements necessary for the successful running of events</li> <li>• Attendance at events which may take place during evenings/weekends</li> <li>• Seeking regular feedback from attendees and reporting on event engagement through agreed performance indicators</li> <li>• Exploring opportunities for new events for alumni and friends to deepen their engagement with the College.</li> </ul> <p><b>Fundraising</b></p> <ul style="list-style-type: none"> <li>• Creating and updating clear policies and procedures to guide fundraising activities, ensuring transparency, accountability, and alignment with best practices.</li> <li>• Prepare briefing and gift request materials (profiles, talking points, briefing documents, proposals)</li> <li>• Organising a pyramid of appropriate gift levels for different levels of donors</li> <li>• Producing detailed prospect files and briefings for the Principal and Senior Management ahead of key donor meetings and events</li> <li>• Assisting Senior Management in organising prospect meetings; provide coaching for gift request meetings</li> <li>• Liaise with Principal and Bursar on the management of endowments</li> </ul> <p><b>Donor Stewardship</b></p> <ul style="list-style-type: none"> <li>• Introduce processes for gift and pledge tracking, donor acknowledgement, and stewardship, including policies and relevant training</li> </ul>
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	<ul style="list-style-type: none"> <li>Proactively assisting with identifying, researching and prioritising prospective donors in support of the College's objectives</li> <li>Ensuring all donors are thanked for their gifts in a timely fashion.</li> <li>Developing and managing a programme of personalised donor stewardship, including letters, phone calls and other communications, as well as special events for donors</li> <li>Work with the Principal on planning and implementing bespoke stewardship for principal donors</li> </ul> <p><b>Management and Communications</b></p> <ul style="list-style-type: none"> <li>Develop engaging materials, including brochures, emails, and social media content</li> <li>Implement metrics to track engagement</li> <li>Line-managing the Alumni Relations Officer</li> <li>Assuring that the Alumni Relations Officer is collecting and recording accurate data pertaining to our alumni and supporters on the Development Office database</li> <li>Assuring the Alumni Relations Officer handles data appropriately, and maintains a complete and up to date alumni database</li> <li>Directing the Alumni Relations Officer in creating mailing and contact lists for invitations and other relevant communications from the Alumni Development Office, ensuring all contact preferences are adhered to</li> <li>Sharing relevant updated information with other data owners within the College, where necessary, including the Academic Office and Bursary teams</li> <li>Responding to data queries from other departments looking to contact older St Clare's graduates, and ensuring all correspondence is logged.</li> </ul>
<b>TERMS AND CONDITIONS</b>	
<b>Terms of Employment</b>	Permanent, Full time. 35 hours per week.
<b>Place of Work</b>	139 Banbury Road, Oxford, OX2 7AL
<b>Hours of Work</b>	7 hours per day worked between 8.30 am and 6 pm, plus weekends as required for events with TOIL
<b>Probationary Period</b>	6 months from start date
<b>Notice Period</b>	3 months
<b>Salary / Pay</b>	Competitive salary depending on experience.

<b>Holidays</b>	35 days per annum, plus normal public holidays and the period between Christmas and New Year when the College is closed. Work may be required on some of the bank holidays with time off in lieu (TOIL).
<b>Pension</b>	A contributory pension is offered through St Clare's group personal pension scheme, following a 3-month deferment period. The employer pays double the contribution of the employee, up to a maximum of 10% of gross salary, i.e. the employer pays up to 10%, and the employee pays up to 5%. Employee's contributions above 5% may be made, but do not attract a matching contribution from the employer.
<b>Life Assurance</b>	Death in service benefit is four times annual salary
<b>Meal</b>	A free lunch is provided in the College dining hall on working days and when students are in residence.
<b>PERSON SPECIFICATION</b>  <i>The successful candidate will have demonstrated the following essential (E) or desirable (D) skills and experience:</i>	
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• Graduate or significant experience in Alumni Engagement / Alumni Relations (E)</li> <li>• Professional financial or marketing qualifications would be an advantage (D)</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with a range of senior stakeholders (E)</li> <li>• Experience in establishing and managing budgets (E)</li> <li>• Experience of working with wealth (E)</li> <li>• Experience of managing a team (E)</li> <li>• Experience of the first five years of a successful initiative (D)</li> <li>• Significant experience in CRM or investor relations (D)</li> <li>• Five years of working in fundraising or wealth management (E)</li> <li>• Excellent working knowledge of Salesforce CRM, Outlook, Excel and Word (D)</li> <li>• Demonstrated track record of developing and executing successful fundraising strategies, (D)</li> <li>• Practical knowledge of the regulatory environment for charities, Gift Aid and the Fundraising Code of Conduct (D)</li> </ul>
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both written and oral (E)</li> <li>• To be able to use own initiative (E)</li> <li>• Positive and can-do attitude (E)</li> <li>• A pleasant and open manner, with excellent interpersonal skills and the ability to work efficiently and effectively with others and on their own (E)</li> <li>• An understanding of the demands of an educational institution (D)</li> </ul>
<b>References and Pre-employment Checks</b>	

*St Clare's is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All offers of employment and contracts are issued subject to satisfactory references and outcomes on all necessary pre-employment checks including DBS records and establishing the right to work in the UK. Some or all of these checks may have been undertaken before an offer is made.*

*Under the National Minimum Standards for Boarding Schools, we are required to follow the guidance in Keeping Children Safe in Education and undertake additional checks on employees.*

**References**

Full written references and phone references on quoted references may be obtained before or after interview. One referee must be your current or most recent employer. References must also include the last place of employment where you worked with children or vulnerable adults. References from friends or relatives will not be accepted. Please ensure referees know they will be contacted and will respond promptly.