Stewardship Officer

1 JOB DESCRIPTION

Faculty / School or Division: Global Engagement Division
Faculty/School or Division Address: 31 Great George Street, 3rd Floor

Job Family:	**Professional & Administrative Services**		
Grade:	**H**	**Salary range:**	**£36,320 - £40,704 per annum**
Hours of work:	**35 hours**	**Contract type:**	**Open Ended**
Work pattern:	**Monday – Friday**	**Vacancy Reference Number: SUPP113538**	

1.1 Main Job Purpose

The Stewardship Officer will help with the operational delivery of effective fundraising and stewardship to inspire donations, creating communications and experiences for different alumni and donor groups and building relationships with supporters through a range of activity. They will also work closely with colleagues to support wider fundraising and stewardship activity and will play a key role in informing relevant plans, procedures and priorities.

1.2 Standard Responsibilities

- Organise and deliver stewardship multi-channel communications (post, digital and phone) to retain donors to the University and grow philanthropic income.
- Contribute to cross-team planning and coordinate cross-team planning of relevant projects, working closely with GED colleagues, and encouraging a collaborative approach to these partnerships.
- Build relationships with supporters through a range of activity that may include tailored emails, phone conversations and small events. Respond to donor queries and comments in a professional and positive manner to encourage long term donor relationships.
- Inform and help coordinate and deliver opportunities in stewardship communications, including large-scale communications and bespoke small-group communications.
- Ensure close attention to timelines, the workloads of colleagues and the experience of alumni and supporters throughout project planning and coordination.
- Communicate and build effective working relationships with key contacts from across the University, as well as external bodies, to deliver successful fundraising and stewardship.

- Support fundraising and stewardship campaigns by informing audience planning, collaborating with GED colleagues and working with current students who are telethon callers or scholarship recipients.
- Follow GED's fundraising complaint procedures and provide appropriate and considered solutions to issues and challenges.
- Help record, develop and monitor audience journeys to ensure Bristol offers an engaging, effective and integrated donor experience, including advising GED colleagues on audiences and messaging.
- Collate and analyse statistics, feedback and results from relevant programmes and communications, interpreting and reporting patterns and trends and highlighting any issues for further investigation, to meet internal and external regulations and requirements, to be included in University reporting and the team's reporting system to evaluate campaign success.
- Maintain accurate and timely records ensuring that all interactions with contacts are captured for the wider benefit of the University, and that all records of mass engagement activities are captured within the alumni database.

1.2.1 Additional Responsibilities

- Plan, write and deliver donor reports and stewardship communications, including gathering feedback from funded students and researchers and liaising with Philanthropy relationship managers.
- Plan and organise scholarship and stewardship events and periodic opportunities for donors to visit campus or meet with student scholars.
- Coordinate and continuously improve donor recognition processes, liaising with GED colleagues and tailoring communications for high-level donors.
- Plan and deliver student scholar communications throughout the academic year to increase engagement with GED and generate content for supporters.

1.3 Relationships

Line manager: Stewardship Manager

Line manager to (where appropriate): N/A

1.4 Job Hazards and Pre-employment Checks

- N/A

2 PERSON SPECIFICATION

2.1 Standard Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Demonstrable experience in stewardship or fundraising.	X		A/I
Demonstrable experience of building relationships with supporters or customers.	X		I/T
Excellent oral and written communication skills with the ability to communicate effectively, persuasively and imaginatively both verbally and in writing.	X		I/T
Ability to establish and maintain positive relationships with a wide range of people, demonstrating honesty and integrity in all interactions.	X		I
Professional manner, demonstrating sensitivity and diplomacy in order to develop the University's good relationships with individuals.	X		I/T
Experience of working / responding independently and dealing with unforeseen problems and circumstances.	X		I
Excellent organisational and time management skills with the ability to manage a busy workload, working towards deadlines with competing demands.	X		A/I
Experience of managing projects that require collaboration with multiple colleagues.	X		A/I
Good working knowledge of fundraising regulation, policies, guidelines and legislation, and the requirements for individual and institutional compliance.		X	I
Experience of using databases, especially Raiser's Edge database.		X	I
Experience producing writing to a high standard	X		A/I
Ability and willingness to work during some evenings and weekends to support alumni events as required, and occasionally to travel in the UK when the need arises.	X		I
Educated to A-Level level or equivalent or substantial relevant work experience.	X		A/I
A belief in the importance of universities to society, and an awareness of the financial challenges facing the higher education sector and the role of philanthropy.	X		I

2.2 Additional Skills, Knowledge & Experience

Criteria	Essential	Desirable	Assessed By A/I/T/O
Experience of planning and organising events	X		A/I

A – Application Form
I – Interview
T – Test or Scenario
O – Other e.g. presentation, focus group