



Careers in Development and Alumni Relations



Letter From Liz Warr



Dear prospective candidate,

Thanks for your interest in the new position of Head of Donor & Volunteer Relations. I am delighted that you are interested in this important role on my team.

The Head of Donor & Volunteer Relations is a critical leadership position within the Cambridge Development and Alumni Relations team. You will lead the team that strives to ensure that every giving experience to Cambridge is a joy and that supporters feel thanked, appreciated and recognised.

Our office is a dynamic and friendly place to work. We innovate, collaborate and think creatively to support the academic mission of the University. It's an exciting time to join, as we look beyond the successful £2 billion Dear World... Yours, Cambridge campaign and aim to bring supporter engagement to the next level.

If you are an engagement or donor relations professional comfortable operating in a complex environment, an excellent manager and inspiring leader with proven experience in supporter relations, then I hope to hear from you. There is enormous potential here at the Cambridge Development and Alumni Relations office and we are all excited and motivated for what comes next!

Best wishes,

Liz Warr
Director of Advancement Communications & Engagement

The Position

The Head of Donor & Volunteer Relations is a new role designed to bring Cambridge supporter engagement to the next level, by enhancing the donor relations programme across acknowledgements, recognition and reporting. They are a member of the extended management team within Development and Alumni Relations, contributing to the formulation of strategic goals and operational plans, and will lead a team of 6-8 donor relations professionals.

The Head of Donor & Volunteer Relations is responsible for crafting and delivering a world-class experience for every supporter, consistent with the excellence of the University of Cambridge. They will remodel the supporter experience using a supporter journeys methodology to drive intentional, strategic, audience-centred programming aligned with the organisation's goals and sector best practice. They will manage bespoke events, communications and experiences for Cambridge's top donors and volunteers, leading the team to ensure every giving experience is enjoyable and supporters feel appreciated.

The role holder will also update the collegiate group donor recognition circles following a strategic review, including creation of new events and engagement calendars and better-defined benefits for different levels of giving.

The role holder will be a sought-after expert in supporter relations best practice, able to clearly position the mandate and value-add of supporter relations. They will have professional experience of high-performing donor or volunteer relations teams and the credibility to engender trust at the highest levels across the university and colleges as well as with fundraisers.



Philanthropy at Cambridge



We are a friendly, engaging and energetic Development and Alumni Relations team who work hard to deliver on the University of Cambridge's significant potential. Although the name and reputation of Cambridge are known worldwide, you will find it a down-to-earth and welcoming place to work where your experience will be recognised and valued.

For more than 800 years, the University of Cambridge has championed brilliant minds, facilitated collaboration, and encouraged the development of world-changing ideas that have given birth to breakthroughs across virtually every academic discipline.

These advances are made possible in large part through Cambridge's history of commitment to success in fundraising. Philanthropy has long been key to enabling the collegiate University to meet its mission of contributing to society through the pursuit of education, learning and research at the highest international levels – and, as funding for higher education grows more and more challenging, philanthropy has never been more important than it is today.

To meet and grow our aspirations, the University has continued to invest in Development & Alumni Relations. This commitment allows us to lead our sector in innovating and transforming our approaches to fundraising.



The Development and Alumni Relations Office

The University of Cambridge Development and Alumni Relations office is responsible for fundraising and alumni and supporter engagement.

We raise major philanthropic gifts from alumni and non-alumni sources, encourage lifelong relationships between the University, its alumni and supporters, and ensure that the worldwide community of more than 320,000+ alumni is informed about developments within the University and equipped to be effective ambassadors and advocates.

Cambridge in America (CAm) is the fundraising and alumni and supporter engagement arm for Collegiate Cambridge in the most developed philanthropic market globally, the United States of America.

[Find out more about CAm.](#)

The Development and Alumni Relations office and CAm work with each other and their advancement counterparts in the 31 Colleges to maximise the philanthropic opportunities for the Collegiate University.

[Read more about Cambridge University and its structure.](#)

Our campaign

It's an exciting time to join our team as we build on our successfully concluded 'Dear World... Yours, Cambridge' fundraising campaign. The momentum created by the campaign is unique and we are investing now in the team that will build on our success and take us into the future.

[Read more about the campaign's impact](#)

About us

With more than 140 staff members, Development and Alumni Relations is a lively, collaborative and stimulating place to work. We enjoy each other's company and make time to have fun, whether with baking competitions, book clubs or fundraising for local Cambridge charities - to name just a few.

We understand that our success is assured when we work collaboratively. We come from many different backgrounds and nationalities, and we know the positive contribution that difference, diversity, and mutual understanding bring to our workforce.

We are proud of our Major Gift Officer Learning Series - a bespoke fundraising curriculum based on research-driven best practice in the fundraising industry, an exciting and career-building development and learning programme for staff.

[Find out more about us.](#)

We strive to be values-driven and our Peer Recognition Initiative recognises individual members of staff each month who have demonstrated one or more of our five Values - Collaboration, Accountability, Respect, Passion and Excellence.

[Read more about our mission, vision and values.](#)

Job Description

Key Duties and Responsibilities



Strategy

- Devise an insights-led strategy for an enhanced donor relations programme that brings the Cambridge supporter experience to the next level.
- Lead the implementation of priority donor journeys in alignment with organisational goals and donor relations strategy.
- Enhance programming for individual and group donor and volunteer stewardship, crafting an engagement experience that reflects the diversity, interests and expectations of our donors.
- Contribute to supporter relations plans for a possible future campaign, including leadership of campaign recognition planning.
- Analyse effectiveness, quality and efficiency of the donor relations programme on an ongoing basis.
- Oversee creation or updating of donor relations policy and procedures and ensure communication and implementation across the office.
- Gather and share annual trends and data regarding our supporter population.
- Understand and share best practice, demonstrate the value of donor and volunteer relations.
- Lead on organisational goals related to the donor and volunteer experience.



Job Description

Key Duties and Responsibilities



Stakeholder Relationships

- Act as an expert resource for academics, senior leadership and Development and Alumni Relations colleagues regarding practices for high quality stewarding of donors and supporters.
- Establish strong relationships with fundraisers, add value consistently and efficiently, and make it easy and efficient for fundraisers to do stewardship.
- Encourage a holistic, supporter-centred approach to stewardship based on insights including knowledge of donors and volunteers and a menu of engagement options.
- Build the profile of donor relations at Cambridge via peer networking and thought leadership.
- Liaise closely with Colleges in relation to their benefactor members of the Guild of Cambridge Benefactors and Vice-Chancellor's Circle.
- Collaborate with managers of other teams including Cambridge in America, comms and events on delivery of work and make decisions on prioritisation of work as necessary.
- Offer proactive strategic and tactical advice to the Executive Director and leadership team of Development and Alumni Relations and other senior leaders as required.



Job Description

Key Duties and Responsibilities



Individual Stewardship

- Along with the Donor Relations Manager, implement systematic planning and scalable processes to help ensure a more consistent donor and volunteer experience.
- Ensure each major and principal gift donor has a stewardship plan in place; and embed use of stewardship frameworks/ menus as standard practice.
- Help fundraisers to build consistent stewardship touchpoints and plans systematically into the database.
- Continually assess and improve processes, carefully balancing personalisation and resources.
- Supervise automation of touchpoints and milestones such as giving anniversaries, final pledge payments, personal milestones/birthdays.
- Act as liaison for the University, senior Development and Alumni Relations colleagues and donors in relation to donor relations activities.
- Create new, varied engagement opportunities such as stewardship days, departmental donor engagement, donor roundtables.
- Encourage and supervise innovative delivery, eg. video stewardship reports, donor dashboards.
- Oversee resourcing and quality control of communications that support the donor relations programme such as the writing of reports to donors, letters and other correspondence.



Job Description

Key Duties and Responsibilities



Group Stewardship

- Along with the Donor Relations Manager, proactively identify opportunities for group communication to donors and volunteers.
- Leadership of collegiate Cambridge group donor recognition strategy and engagement portfolio, including:
 - Event ownership and strategic direction for Guild of Cambridge Benefactors and Vice-Chancellor's Circle (VCC) events
 - Supervision of membership processes, college relations and donor communication
 - Manage branding, data and communication for these groups
- Refresh proposition of VCC and Guild societies and redefine member benefits following group recognition review; communicate changes to internal stakeholders and members.
- Help build pipeline of development volunteers by creating and delivering volunteer engagement plans including volunteer recognition events or awards.
- Consider global events or opportunities to engage volunteers and recognition group members based outside the UK.
- Provide tailored engagement via audience segmentation, in line with supporter journeys approach.



Job Description

Key Duties and Responsibilities



Management and Reporting

- Ensure our supporter experience is sector-leading and competitive within the global philanthropic landscape by monitoring and adapting, learning from best practice and our peers.
- Develop processes to monitor and report on donor relations activity, set KPIs, streamline processes and create efficiencies.
- Select, recruit, induct, coach and develop a high-performing donor relations team; manage, motivate and coach direct reports and lead the wider team.
- Create a supportive and enabling team culture, setting clear objectives to deliver an excellent experience for donors and volunteers.
- Prioritise projects and team workload to ensure smooth delivery of tasks and fulfilment of team and organisational goals.
- Assign work, provide necessary training, monitor workload through weekly team meetings and daily interaction.
- Identify team development needs and recommend relevant training.
- Communicate policies and procedures and monitor compliance as necessary.
- Conduct regular one-to-one meetings and annual appraisals, evaluating progress against objectives and identifying individual development needs.
- Provide pastoral care and advice to staff. Undertake routine personnel management including monitoring absence, dealing with requests for leave.
- Manage a budgetary line and ensure compliance with University purchasing policies.



Person Specification



Education and qualifications

- University degree or equivalent experience, with proven experience in supporter relations or fundraising.

Relevant experience

- Experience in donor and/or volunteer relations or fundraising in a fast-paced, high-performing environment.
- Experience of team management and development in a complex environment.
- Customer or member services experience and mindset, with a strong focus on audience engagement.
- Experience in multi-channel programming involving events, reports, web/social and face-to-face engagement.
- Interpretation of contracts, gift agreements or other legal, technical or procedural documents.
- Experience of managing/supporting principal gift fundraising by creating and delivering stewardship plans.
- Experience of delivering a strategy that builds and deepens external and internal stakeholder relationships in a large, complex organisation.
- Experience of evaluating processes, policies and data to gauge effectiveness, identify opportunities for efficiency and make changes.
- Strong experience leading and managing high-performing teams with a diverse range of skills, building cross-functional expertise and collaboration.

Specialist knowledge and skills

- Ability to think and act strategically to devise relevant, innovative and creative engagement programmes.
- Ability to make data-driven decisions and to navigate a database for fundraising and donor relations usage.
- Ability to create trusting professional relationships.
- Ability to analyse financial information and understand how funding is used in academic departments.
- Project management experience involving collaboration with multiple teams.
- High degree of self-drive with experience in change programmes/ability to make organisational and cultural team changes and to bring others along.

Person Specification



Specialist knowledge and skills

- Excellent understanding of the specific needs and motivations of high-net-worth donors, Trusts, Foundations and corporates.
- Commitment to robust objective-setting and project/task review, evidence-based action planning.
- Excellent leadership, influencing and interpersonal skills and ability to engender trust from a wide range of stakeholders.
- Ability to build and maintain effective working relationships at all levels, whilst making tough decisions and demonstrating sound judgement.
- Leadership with emotional intelligence and clear commitment to people.
- Meticulous attention to detail.
- Excellent oral and written communication skills, particularly in copywriting.
- Highly organised in own work and that of others.
- Ability to support the work of several teams often under pressure to meet deadlines.
- Ability to establish and manage multiple priorities to meet organisational goals.

Additional Requirements

- Professional gravity that engenders the respect of the many stakeholders with whom the role interacts, including the Vice-Chancellor, senior academics and leaders, fundraisers.
- Thorough understanding or interest in academic affairs and culture and the workings of the University.
- Ability to work with College stakeholders in the running of Collegiate recognition groups.
- Numerate and with an eye for detail.
- Experience of fundraising in higher education is desirable
- Familiarity with best practices in donor relations/ stewardship including supporter journeys.

Terms and Conditions



Location

1 Quayside Bridge Street
Cambridge CB5 8AB

We practise a hybrid working model and the successful candidate will be expected to be in the office for a minimum of two days a week.

This role will be granted the opportunity to work from home regularly but must be able to commute to Cambridge University on a flexible weekly schedule based upon business needs. This schedule is based on agreed upon guidelines of the department of work. Cambridge University Development and Alumni Relations reserves the right to change remote work status with notice to employees.

Salary

Grade 10, £61,198- £64, 914 per annum

Hours of work

There are no conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your line manager.

Length of appointment

Permanent

Probation period

9 months

Annual leave

33 days plus Bank Holidays, but including fixed periods at Christmas when the Department/office is closed. The period for calculating entitlement to annual leave in any particular year is the academic year: that is, 1 October to 30 September.

Pension eligibility

Universities Superannuation Scheme (USS) Pension scheme details are available on the University web pages. [Found out more about USS.](#)

It is a legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme. [Read more about the automatic enrolment.](#)

Retirement age

The University does not operate a retirement age for assistant staff/research staff/unestablished academic staff/unestablished academic-related staff BUT for established academic and academic-related staff, the University operates a retirement age which is at the end of the academic year in which the University officer reaches the age of 69.

Pre-employment checks

The University has a legal responsibility to ensure that you have the right to work in the UK. If you do not have the right to work in the UK already, any offer of employment made to you will be conditional upon you gaining it. [Read more on our Right to Work checks.](#)



Equality & Diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network.

[Read more about equality and diversity here](#)

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

[More information for disabled applicants is available.](#)

You are encouraged to declare any disability that you may have, and any reasonable adjustments that you may require, when applying for the role. This will enable the University to accommodate your needs throughout the process as required. Applicants and employees may, however, declare a disability at any time.



How to Apply



To apply for this vacancy, please visit the University's job opportunities page. [Apply for this role and read more.](#)

There you will need to click 'Apply Online' and register an account with the University's web recruitment system.

The closing date for this position is **Sunday 6th October 2024.**

First round interviews for this position are anticipated to take place on the **week commencing 14th October 2024.**

Second round interviews for this position are anticipated to take place on the **week commencing 21st October.**

Please contact us on **DARTalentManagement@admin.cam.ac.uk** if you have any queries about this position.

