



St Catharine's College
Cambridge

Alumni and Development Office (ADO) Executive Administrator Candidate Pack



Letter from the Director of Development

Dear prospective candidate,

I joined St Catharine's in 2007 and slowly began to build a strong team around me with the support of the Master and Fellows, launching the first College campaign in 2009.

The campaign was to raise £30 million for an important building project – latterly called The McGrath Centre, as well as funding teaching posts and student support. There were many challenges to overcome in building a strong giving culture to the College across our alumni base, improving the reliability of contact and business details, developing a vibrant communications strategy, implementing an extensive events programme and increasing major face-to-face fundraising. We completed the St Catharine's campaign in 2016.



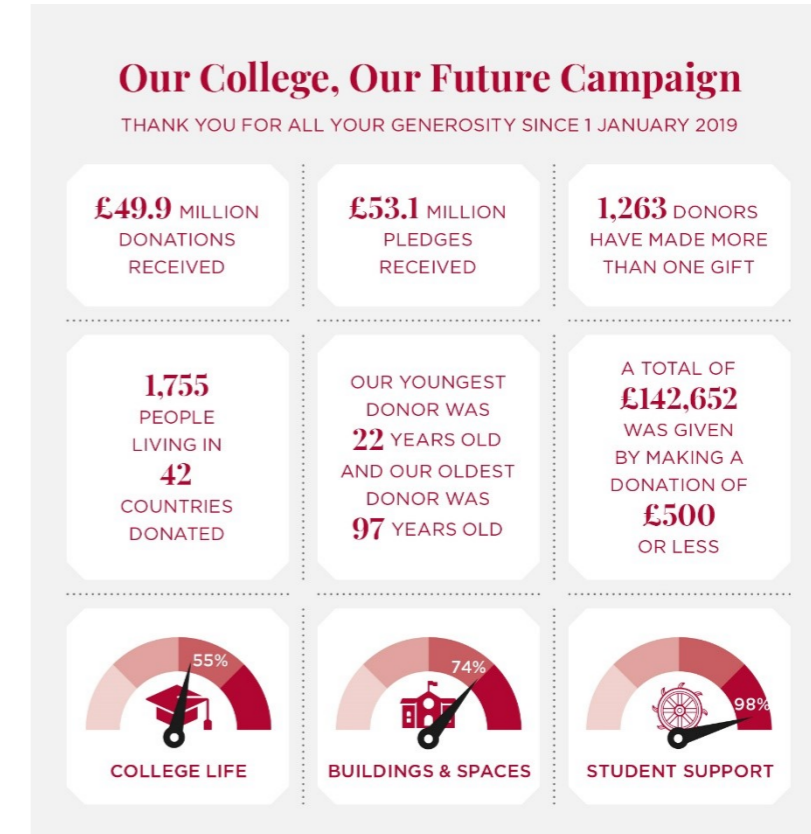
The McGrath Centre opened in 2013 and is a modern, multi-purpose building that houses an auditorium, foyer, bar and meeting room, creating a multipurpose space for events, conferences, teaching, concerts and socialising. The auditorium provides tiered retractable seating for up to 154 delegates, fully equipped with customisable lighting and audio-visual facilities.

During the St Catharine's campaign, I strengthened my position as Development Director within the Fellowship and also the Alumni and Development team within College, building respect for my office and embedding a culture of philanthropy within the College.

We appointed a new Master, Professor Sir Mark Welland, in 2016 and set about crafting a strategic plan for the College. Over a 16-month period, a group of us worked with staff, students and Fellows to produce a strategy, which translated into a £65 million fundraising campaign – 'Our College Our Future'. The strategic plan can be viewed [here](#).

The 'Our College Our Future' campaign was launched in January 2019. Its objectives are to strengthen and sustain St Catharine's for the benefit of our students for generations to come. The campaign will enable the College to invest in first-class teaching and research, provide generous student support, enrich College life and execute a planned renewal of our buildings and spaces. To date, we have raised £53.1 million of the £65 million and we are striving to complete the campaign in 2023. For further information about the current campaign, please click [here](#).

St Catharine's has a vibrant and dynamic community. A range of recent news articles can be viewed [here](#).



Success of the campaign thus far

In 2021 we evolved the shape and form of the Alumni and Development Office (ADO) at St Catharine's, based on advice from More Partnership, the leading fundraising consultancy in the field.

Over my years at St Catharine's, I have learnt much and am well respected in our field across Cambridge. I have been chair of the Cambridge College's Development Group and the CDDC Cambridge Development Directors Committee and I have a very good feel for what works well in Alumni and Development Offices across our City.

I am keen to recruit this important new role in my team, sharing my extensive experience as we continue to strengthen support for St Catharine's. I do hope you will apply for this exciting opportunity.

Yours sincerely,

Deborah Loveluck
Fellow and Director of Development (2007)

Introduction

St Catharine's College (affectionately known as 'Catz') is a welcoming, thriving and vibrant academic community of approximately 1,000 students, Fellows and staff located in the heart of Cambridge. We are known as a friendly College and one with a real sense of community.

Founded in 1473, St Catharine's is one of the 31 Colleges in the University of Cambridge and is dedicated to a legacy of academic excellence, ambition, diversity and welfare. We are committed to ensuring our students realise their academic and personal potential, empowering them to make a difference in the world. Our vibrant community includes scholars from a wide range of backgrounds, reflecting the society we pledge to serve. We are a college that believes in access and diversity and are committed to supporting students of all educational and social backgrounds.

St Catharine's has one of the longest established and most successful Development and Alumni offices of Collegiate Cambridge with a long history of commitment to philanthropy. We are proud of the Our College, Our Future campaign which has raised £53.1 million to date, for student support and research as well as historic renovations and innovative improvements of both the fabric of buildings and the new spaces it has been possible to create.

For more information about the College, please visit www.caths.cam.ac.uk.



The Position

We are now looking for an exceptional individual to join our Development and Alumni Relations team in the position of Alumni and Development Office (ADO) Executive Administrator.

The main focus for this position is to oversee the day-to-day operation of the ADO, providing specific support to the Development Director. They will keep under review the processes involved in running the office and seek to improve efficiency as required. Key to the success of this role is working closely with the Development Director and other members of the team to create a dynamic and rewarding working environment.

This is an exciting opportunity for a well organised, individual who has excellent communication and relationship building skills as well as experience of, or the aptitude for, operating in a senior office management role.

Development and Alumni Relations at St Catharine's College

St Catharine's College has an exceptional track record in philanthropic fundraising. The College is fully engaged and committed to development.

The College's Development Office is responsible for all development activity within Catz, namely fundraising and alumni relations, with associated support activity such as the maintenance of the development database and the alumni website. They provide support in areas such as a regular giving programme, events, prospect research and gift administration.

There are over 8500 addressable alumni on the database with whom the College maintains warm relationships. Typically, more than 15% of these alumni donate each year. For more information about the Our College, Our Future campaign, please visit: <https://campaign.caths.cam.ac.uk/>



Job Description

Primary Responsibility

The post holder will oversee the day-to-day operation of the ADO, providing specific support to the Development Director. They will keep under review the processes involved in running the office and seek to improve efficiency as required. Key to the success of this role is working closely with the Development Director and other members of the team to create a dynamic and rewarding working environment. The success of the ADO depends on the flexibility and ethos of its staff. The ADO Executive Administrator should lead by example and be prepared to engage in office activities of importance to the team and to the College.

Main Duties and Responsibilities

Office and team management

- Managing the overall operations of the Alumni and Development Office to ensure clear communication and efficiency within a positive and productive work environment.
- Acting as the main point of contact within ADO for staff, fellows, alumni, donors, students, and friends of St Catharine’s College.
- Development and maintenance of processes to establish best practices and standard operating procedures.
- Coordinating with members of the Finance Team to ensure financial processes in the ADO meet the requirements for financial reconciliation and other reporting of donations and financial transactions.
- Ensuring continuity, consistency and reliability of procedures currently in place within the ADO.
- Oversee recruitment within the ADO, in collaboration with the HR Manager.
- Overview of the ADO financial record keeping and some preparation of expenses, credit card reconciliation and budgetary control.
- Directly managing the Database Manager including conducting annual appraisals

Campaign management

- Supporting the Development Director on major gift fundraising, specifically working towards completing the campaign – ‘Our College Our Future’.
- All operational aspects of campaign management involving regular review of processes and procedures to achieve accuracy and efficiency.
- Working with the ADO team helping with core fundraising and alumni relations tasks and objectives.
- Communicating with alumni to discuss their gift plan in detail and arranging donation pledge reminders, payment plans and updates for ongoing gifts.
- Handling alumni correspondence, managing the alumni office inbox, and being the ADO point of contact for major prospects, donors, and volunteers.
- Working closely with the Campaign Advisory Group and subsequent alumni volunteer boards or groups and managing all activity of these groups in the capacity of Secretary.
- Management of third party finance intermediaries such as Donor Debit, CAM, CAF and Blackbaud.
- Stewardship of donors, upon the receipt of first gift together with the management of specific payment schedules.

Support for the Development Director

The individual will act as Executive Assistant to the Director of Development. This will cover a broad range of activities including:

- Securing and scheduling meetings with alumni and donors.
- Management of the College calendars with respect to the ADO.
- Liaising on behalf of the Director of Development with major donors and members of the College community.
- Arranging UK and international travel, including flights, hotels, visas etc.
- Facilitating meetings of the Campaign Advisory Group and other volunteer bodies

Stewardship and Administration

- Working with the Development Manager to enhance the existing donor stewardship plan, producing stewardship communications for regular major donors.
- Helping to produce formal donor reports and content for publications across all College media, in particular the annual alumni magazine ‘The Wheel’.
- Co-ordinating campaign strategy, including appeals, communications and events, in conjunction with ADO colleagues.
- Producing reports on fundraising and stewardship activity for the benefit of colleagues throughout the College.
- Providing administrative assistance, as required.
- Willingness to attend fundraising, stewardship and other events out of normal office hours as necessary.

This is not an exhaustive list of duties and the post-holder may be required to undertake different tasks and other related duties as required.



Nick Saffell

Personal Specification

Qualifications

- Educated to degree level or equivalent.

Skills and Experience

- Extensive experience in office management is essential.
- A High level of IT literacy with a proficient use of MS Office (including Excel, Word, PowerPoint and Outlook) and Blackbaud Raiser's Edge or similar CRM database.
- Able to demonstrate experience and understanding of modern office administrative procedures and awareness of opportunities to apply new technology.
- Possess excellent communication skills and the ability to develop outstanding working relationships and credibility.
- The ability to manage and prioritise several projects simultaneously, and work to a deadline in a time sensitive environment.
- Familiarity with GDPR and an understanding how it influences database management, data retention, consent and prospect research.
- Exceptional numeracy skills, well organised, flexible, and hardworking with experience of working in a similar environment.
- Understanding of the role and importance of fundraising in higher education.
- Able to work on their own initiative, with a positive approach to problem solving and as a member of a small team.
- Confident, well organised, flexible and able to alternate between varying aspects of the role with equal competence.
- Able to form positive relationships.
- Wholly sympathetic to the fundraising environment and recognising the importance of fundraising in higher education.
- Show a strong commitment to the College and be prepared to learn quickly.
- Possess patience, tact and discretion to manage relationships sensitively and appropriately within College and with its external supporters.
- Strong written and verbal communication and numeracy skills.
- Strong intellectual capacity with keen attention to detail.



Terms and Conditions

Location: St Catharine's College, Cambridge, CB2 1RL. We are open to discussing hybrid working.

Salary: In the region of £30,000 - £37,000 FTE per annum depending on skills and experience.

Hours of work: Full time hours are 37.5 hrs per week (to be worked between 9am-5.30pm).
The role requires some working outside of office hours. Part time hours may be considered (min of 30 hours per week).

Probation period: 6 months

Annual leave: 25 days plus bank holidays (pro rata for part-time employees)

Pension eligibility: Generous defined contribution pension provision with salary sacrifice arrangements.

Other benefits include:

- A free lunch allowance for use in the College Dining Hall (when on main site).
- Cycle to Work Voucher Scheme.
- Access to training and development opportunities.
- Use of a small on-site gym.
- Private Health Care purchase scheme.
- Access to staff wellbeing and employee assistance support.
- Life assurance (death in service benefit) with probate and bereavement support.

Equal opportunities:

Please see our [Equal Opportunity Policy Statement](#). St Catharine's College is committed to ensuring our HR practices identify and support individuals who may need adjustments due to a disability.

How to apply:

Please apply by completing the College's application form and submit that along with a copy of your Curriculum Vitae (CV), a Covering Letter highlighting your suitability for the position and the Equality and Diversity Monitoring form by **9 am on 30 September 2022**. Please email the documents to: recruitment@caths.cam.ac.uk.

If you have further queries about this post, please contact Deborah Loveluck at: development.director@caths.cam.ac.uk.





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