**Job Description and Person Specification**

**Job title:** Alumni & Development Intern

**Department:** Alumni and Development Office

**Responsible to:** Head of Operations and Annual Giving

**Contract type:** Fixed-term (01 September 2025 – end July 2027), full-time

**Job Grade:** 2

**Duties and Responsibilities**

The main duties of the role are summarised as follows. This is not an exhaustive list and may be amended in line with College needs.

Initially

* Act as the first point of contact for alumni and donor enquiries through efficient management of the shared inboxes, answering emails and phone calls personally or directing them to relevant colleagues as appropriate
* Provide administrative support to the Head of Operations and the Donor Relations Manager
* Help with gift processing and acknowledgement correspondence
* Support the annual telephone fundraising campaign, assisting with pre-campaign preparation, caller recruitment, caller support during shifts, administration of post-call communications.
* Prepare reports, mailings, and other communications for donors and alumni
* Support donor stewardship activities including thank-you communications, donor reports, and event follow-up including content for the fundraising Impact Report, gathering quotes, copy, and images etc
* Provide a warm welcome to alumni wishing to visit the College, helping alumni book on to term-time lunches and dinner on ad hoc basis and offering tours as requested
* Ensure that alumni details, including communications preferences, are up to date on the Database (DARS – Development and Alumni Relations System)
* With the support of the Digital Communications Officer, enhance alumni engagement via social media including posts regarding College and alumni news, activities and events
* Contribute to the production of termly e-newsletter by reporting on recent alumni events
* Provide support for the events programme, processing registrations, producing guest lists, programmes and name badges, welcoming and registering guests
* Attend events and represent the College in a friendly and professional manner

Subsequently

After the first six months of the internship, and at the latest by the second year, the holder will progress into in-depth project planning and delivery for particular fundraising objectives

* Working closely with the Head of Operations and the Fundraising Team to plan and deliver fundraising campaigns to support the College’s regular giving programme the Talbot fund. This will include fundraising for particular projects, clubs and societies, and involve developing strategy for a new video messaging platform, ClipConnect.
* Responsibility for the room-naming initiative, promoting the opportunity to alumni and managing the production process.

Other Responsibilities

* Provide support where appropriate when team members are out of the office
* Any other duties, requested by the line manager or the Director of Development, that are commensurate with the grade of the post

**Person Specification**

We recognise that you may not yet have a significant amount of formal work experience and will consider candidates who meet the job description through voluntary positions or other unpaid or informal experience.

Essential

* Experience of working in a customer-facing role
* Experience of relevant office administration and/or events experience
* Excellent interpersonal skills and the ability to communicate with internal and external contacts at all levels
* Ability to prioritise a busy and varied workload and stay calm under pressure
* Ability to manage a diverse workload and to work to deadlines
* High level of accuracy with attention to detail and a passion for excellent standards
* Confidence to work without supervision, and to work flexibly as a member of a small team
* Strong IT skills, including Microsoft Office, Teams and Outlook
* Flexibility in working practices (the post-holder will be required to attend evening/weekend events, candidates should expect 2 Saturdays, and 4 evenings per term)
* Readiness to work within the structure and traditions of the College and the University and a willingness to contribute to the College’s unique community

Desirable

* Experience of the higher education sector (working, or studying) or the wider charitable sector
* Experience of maintaining effective administrative systems with the ability to identify fresh approaches to streamline processes
* Experience of working within a fundraising, alumni relations or events environment
* An interest in pursuing a career in alumni relations, event management or fundraising

**Benefits of working with us**

* 36.25hours per week*.* Attendance at off-site events outside normal office hours including evenings and weekends will be required. Some UK travel may also be required.
* 38 days annual leave (including Bank Holidays)
* Free meals whilst on duty (staff and students eat in our magnificent Dining Hall)
* Discounted bus tickets to travel to work (c.5% discount)
* Interest-free loan to purchase a bicycle
* Contributory University Pension scheme (*Oxford Staff Pension Scheme)*