



Development Coordinator Job Description

Reporting to: Senior Alumni Relations Officer, with a dotted line to the Data and Insights Officer

Role overview

The Development Coordinator will provide administrative support to the Development team. The role is ideal for someone interested in pursuing a career in fundraising and alumni relations as the post-holder will be exposed to a wide range of experiences and training opportunities.

Key responsibilities

The main duties to be carried out by the post-holder include:

Alumni Relations

- Manage the Development team inbox and act as the main point of contact for Pembroke's alumni and other supporters by email, phone, and in person.
- Deal with external communications to the office and forward queries to the appropriate colleague where required.
- Produce briefing notes for the Master, Fellows, and other key staff and volunteers prior to events for alumni relations, stewardship, and fundraising purposes.
- Ensure that the alumni pages of the College website are kept up-to-date and contribute to the generation of online content for social media.
- Process credit card payments for events and ensure accurate records are kept and card details handled securely.
- Provide administrative support to the Pembroke College Ambassador programme.

Operations and Office Management

- Work with the Database and Insights Officer on projects to clean and improve data held on the university-wide DARS database.
- Process updates to contact and other details submitted by alumni.
- Deal with payment and pledge-related queries from donors and potential donors.
- Ensure that the database is maintained with accurate and up-to-date details on Pembroke alumni and other constituents.
- Provide logistical support for overseas trips and other visits undertaken by Development staff.
- Take minutes for meetings of the Campaign Board, Development Committee, Alumni Advisory Board, and other groups.

Internal collaboration

- Work collaboratively with the wider team and colleagues across Pembroke, supporting work outside your functional area where necessary.
- Support fundraising colleagues with regular giving activities including telethons and mailings.
- Provide general support and assistance to the team, particularly for event administration and donor stewardship.
- Attend events as required and assist the Senior Alumni Relations Officer to ensure they are successfully delivered.
- Co-ordinate stationery and office supplies including fundraising and alumni relations materials.
- Collect and deliver post to the Porters' Lodge.
- To undertake such other duties as may be reasonably required by the Development Director, which may include travel and event attendance outside standard working hours.

Person specification

Essential

- Educated to degree level or equivalent experience.
- Excellent communication and interpersonal skills.
- Good analytical, IT, and administrative skills.
- The ability to take the initiative.
- Good organisational skills.
- Ability to work within an interdependent team.
- Ability to deal with confidential matters and act with discretion.

Desirable

- Experience in alumni relations, fundraising, customer relations, or a related field.
- Understanding of Gift Aid and international tax-effective giving mechanisms.
- Knowledge and experience of the Higher Education sector.
- Experience of using a CRM database, preferably DARS.
- Experience of working within a fundraising campaign.