



**PEMBROKE**  
COLLEGE OXFORD

## **Alumni Relations and Development Intern Job Description**

### **Role overview**

The Alumni Relations and Development Intern role offers an exciting opportunity for a recent graduate interested in pursuing a career in alumni relations, data management, fundraising, higher education, or the charitable sector.

The postholder will support the work of the Development Office across alumni engagement, database management, donor stewardship, events, communications, and fundraising administration. The role is designed to provide broad experience of a busy Development Office, together with opportunities for professional development. Training will be provided across all aspects of development and alumni relations.

The focus of the role will primarily be on providing administrative and organisational support across the team. The postholder will support the Senior Alumni Relations Officer in the successful delivery of the alumni events and engagement programme, and will assist the Development Operations Manager with data and gift processing. As the internship progresses, the postholder will gain experience of fundraising activity, including the opportunity to manage individual relationships with regular donors and to make personal fundraising approaches as part of the mid-level giving programme.

The role would suit an enthusiastic, organised, and proactive individual with strong communication skills and a demonstrable interest in higher education fundraising and relationship management. The successful applicant would ideally take up the position during summer 2026.

### **About Pembroke College**

Founded in 1624, Pembroke College is one of the constituent colleges of the University of Oxford. Located in the heart of Oxford, Pembroke is a vibrant academic community with a strong commitment to teaching, research, access, and student support.

The College is home to a global network of alumni and supporters whose generosity and engagement help sustain Pembroke's academic mission and long-term ambitions. The Development Office plays a central role in fostering lifelong relationships with alumni and friends of the College through fundraising, events, communications, and stewardship activities.

### **Key responsibilities**

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

#### ***Alumni Relations and Communications***

- Manage the Development Office inbox and act as a first point of contact for alumni, donors, volunteers, and other supporters by email, telephone, and in person.

- Respond to routine enquiries and direct more complex requests to the appropriate colleague.
- Support the delivery of alumni relations initiatives and communications designed to strengthen engagement with Pembroke's alumni community.
- Assist with the preparation of briefing notes for the Master, Fellows, senior staff, and volunteers ahead of events, meetings, and donor visits.
- Contribute to the production of digital and printed communications, including sourcing content, images, and alumni stories for publications, social media, and fundraising materials.
- Assist with maintaining and updating alumni-related content on the College website.

### ***Database and Administrative Support***

- Process updates and corrections to alumni and donor records on the university-wide DARS database .
- Work with colleagues on data cleansing and data improvement projects.
- Ensure accurate and confidential handling of alumni and donor information in accordance with GDPR and other relevant regulations.
- Deal with payment and pledge-related queries from donors and potential donors.
- Provide administrative support for meetings, including taking minutes for meetings of the Campaign Board, Development Committee, Alumni Advisory Board, and other groups.
- Provide logistical support for overseas trips and other visits undertaken by Development staff.
- Assist with general office administration, including ordering supplies and distributing post.

### ***Events and Engagement***

- Provide administrative and logistical support for alumni and donor events, both in Oxford and elsewhere.
- Process event bookings and payments and respond to attendee enquiries.
- Assist with the preparation of guest lists, name badges, programmes, and event materials.
- Welcome and register guests at events – held both in College and externally – and provide on-site support to ensure events run smoothly.
- Provide administrative support to the Pembroke College Ambassador programme.
- Support initiatives aimed at engaging current students and recent graduates with the work of the Development Office.

### ***Fundraising and Donor Stewardship***

- Support donor stewardship activities, including the acknowledgement process.
- Assist with regular giving and fundraising campaigns, including telephone campaigns, mailings, and donor follow-up activity.
- Contact donors regarding lapsed regular gifts, expired payment details, and other donation-related matters.
- Maintain accurate records of donor interactions and fundraising activity on the College database.
- In the later stages of the internship, manage a small portfolio of mid-level prospects and make fundraising approaches through meetings, telephone calls, written correspondence, and online conversations.

### ***General***

- Work collaboratively with colleagues across the College and provide support for wider Development Office activities where required.

- Attend training and development opportunities relevant to the role.
- Undertake such other duties as may reasonably be required by the Development Director.

### **Person specification**

#### ***Essential Criteria***

- Educated to degree level or equivalent experience.
- Excellent written and verbal communication skills.
- Strong organisational skills and the ability to manage competing priorities.
- High levels of accuracy and attention to detail.
- Good administrative and IT skills.
- Ability to work effectively both independently and as part of a team.
- Strong interpersonal skills and confidence communicating with a wide range of people.
- Ability to handle confidential information with discretion and sensitivity.
- Demonstrable interest in alumni relations, fundraising, higher education, or the charitable sector.
- A proactive and positive approach to work.

#### ***Desirable Criteria***

- Experience of fundraising, alumni relations, customer service, events, or volunteering activity.
- Experience of using a CRM or database system.
- Knowledge of the higher education sector.
- Experience of telephone fundraising campaigns or donor engagement activity.
- Understanding of data protection and confidentiality requirements.
- Creative approach to communications or events activity.