

Operations Data & Gift Assistant

Department	Alumni and Development (www.strath.ac.uk/alumni/)		
Directorate	Marketing And Development Services		
Staff Category	Administrative and Professional	Reference No	163643
Reports To	Operations Database Officer	Grade:	5
Salary Range:	£22,659 - £25,482	Contract Type:	Open Contract
FTE:	1 (35 hours/week)	Closing Date	Sunday, 28 October 2018

Job Advert

Alumni & Development is responsible for the University's relationship with its graduates and fundraising for key University initiatives. As part of the Operations Team, you will have the ability to multi-task efficiently while maintaining a high level of accuracy. The post-holder will act as the first point of contact within the Operations Team for a range of enquiries as well as being responsible for all aspects of financial processing, with additional responsibilities for updating biographical and educational data and data cleansing in The Raiser's Edge and NetCommunity. The post-holder will also assist in the administration of departmental prizes, undergraduate scholarships and the University of Strathclyde USAF Foundation.

With strong IT skills, proven experience in very high volume data entry and using and reporting from relational databases, you will be a self-motivated, flexible, team player with a methodical approach to work tasks, excellent data entry, accuracy, time management and communication skills. Knowledge of the fundraising environment and The Raiser's Edge would be an advantage.

Job Description

Brief Outline of Job:

To support the systems which ensure that Alumni & Development provide an efficient and professional fundraising and alumni relations service by processing and allocating gifts accurately and efficiently, reconciling actual/recorded income and producing informative financial reports. Daily tasks include high volume data entry to update biographical, academic and career details of alumni, donors and friends of the University, and produce complex lists and reports from the database.

Main Activities/Responsibilities:

1. Accurate and timely updating of biographical, academic and career details of alumni, donors and friends of the University from a wide variety of sources, including e-mail, phone, letter and internet.
2. Data cleansing tasks in The Raiser's Edge and NetCommunity (as well as MS Access and Excel), which maintain the integrity of the database.
3. Accurate and timely recording and processing of all donations received into audit books and The Raiser's Edge.
4. Allocate gifts against the appropriate fund and liaise with the Operations Database Officer and relevant Finance Office Staff to ensure funds are properly transferred.
5. Liaise with Finance Office staff to reconcile monthly bank statements with the alumni database.
6. Preparation of financial reports such as quarterly tax claims, monthly reconciliation reports and ad-hoc reports.
7. Filing appropriate paperwork to maintain an audit trail for all data adjustments/donations received.
8. Administrative support of communications to alumni and alumni activity. Typical tasks involve building database queries, creating reports, preparing data, sending NetCommunity emails and producing and formatting data files for mass emails and event invitations from The Raiser's Edge.
9. Complex data segmentation for mass emails, event invitations, direct mails and telethon campaigns.
10. Assisting the Operations Database Officer with administration of departmental prizes, the undergraduate scholarship programme and the University of Strathclyde USA Foundation.

11.	Provide internal IT support for alumni database and on-line community software.
12.	Act as first point of contact for a range of enquiries via telephone, email and face to face, from staff, students and external interests.
13.	Maintain a thorough knowledge of relevant University and legislative regulations associated with data protection, storage and use.
14.	Contribute to the on-going review of department procedures, to make them more efficient and effective.
15.	Maintain constructive professional relationships with colleagues within the department and across the University.
16.	Attend A & D staff and other meetings as appropriate.
17.	Participate as a member of the Operations Team, assisting with other operations tasks from time to time.
18.	Other activities that the Operations Executive or Head of Alumni & Development may from time to time allocate, such as: - updating Raiser's Edge and NetCommunity process manuals - data cleansing tasks

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E.1 Educated to HNC level or equivalent qualifications or professional experience

Experience

E.2 Highly competent user of MS Office Suite: particularly Word, Excel and Outlook (or equivalent packages)

E.3 Relevant experience in using, updating, querying and reporting from relational databases

E.4 Proven experience in very high volume accurate data entry with significant consequences of error

E.5 Proven experience in office administration

E.6 Understanding of financial record keeping

D.1 Experience of using HTML

Job Related Skills and Achievements

E.7 Meticulous accuracy and attention to detail

E.8 Excellent numeracy skills

Personal Attributes

E.9 A flexible and responsive approach that supports effective contribution within a fast paced changing environment

E.10 Excellent interpersonal and communication skills with the ability to work with a wide range of people with tact and diplomacy

E.11 Ability to problem solve and adapt to changing demands

E.12 Highly organised, with ability to prioritise and meet deadlines under own initiative

E.13 Ability to maintain motivation and accuracy when under pressure

E.14 Ability to maintain confidentiality and comply with University policies and data protection legislation at all times

Other Relevant Factors

D.2 Experience of using The Raiser's Edge and NetCommunity

D.3 Knowledge of the fundraising environment

Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Eileen Laughlin, Operations Database Officer, eileen.laughlin@strath.ac.uk, +44 (0)141 548 4293.

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Probation

Where applicable, the successful applicant will be required to serve a 6 month probationary period.

Pension

The successful applicant will be eligible to join the Local Government Pension Scheme (LGPS) in Scotland. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Formal interviews for this post are scheduled to be held on Monday 12 and Tuesday 13 November 2018.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.



Conditions of Employment

Administrative and Professional Services Staff Grades 3 to 5

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises UNISON as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Administrative and Professional Services staff in Grades 3 to 5. Such terms and conditions may be varied by the University Court after negotiation and consultation with UNISON.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers. Members of staff may not accept outside paid work including personal consultancies without the permission of the University, which will not be unreasonably withheld.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 August each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

4. HOLIDAYS

Annual leave entitlement is 27 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, annual leave entitlement will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the

general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

At the start of their appointment, new members of staff aged under 75 will automatically be admitted to membership of the Local Government Pension Scheme (LGPS). If you are already in receipt of a pension from LGPS and your benefits relate to service prior to 01/04/2015 then you are required to notify the scheme of your new position regardless of whether you decide to remain a member of the scheme at the University of Strathclyde.

LGPS requires a contribution from the member and a contribution, as a percentage of pensionable pay, is made by the University. The contribution rates that currently apply can be viewed here: - <https://www.spfo.org.uk/index.aspx?articleid=14879>.

If your post is located out with the UK in an EU member state, then pension rules do not permit us to enrol you to the scheme.

New members of staff may opt out of LGPS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. Any member of staff choosing to withdraw from LGPS during their employment with the University, and who is withdrawing after three months' membership but with less than two years' membership, may be entitled to a refund of contributions (less any statutory deductions). Staff withdrawing from the Scheme with more than two years' membership are entitled to a deferred pension benefit. Any member of staff who wishes to opt out should contact the Pensions Team, Finance, in the first instance (pensions@strath.ac.uk).

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding LGPS can be found on the LGPS website – www.spfo.org.uk/index.aspx?articleid=14440

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/policies/hr or on request from Human Resources.

9. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least one month's notice, in writing, on either side, except during the probationary period when the notice period is one week. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term period it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the specified employment period.