

Post Details		Last Updated: 12/03/2024	
Faculty/Administrative/Service Department	Advancement (Global)		
Job Title	Donor Relations Coordinator		
Job Family	Professional Services	Job Level	3
Responsible to	Donor Relations Manager		
Responsible for (Staff)	N/A		
Job Purpose Statement			
The Donor Relations Coordinator will support the management of the philanthropically funded scholarship programme and assist in implementing an engagement strategy to enhance funding from current and potential donors. Working closely with the Donor Relations Manager, fundraisers, and the Advancement Leadership Team, the postholder will deliver a programme of cultivation and stewardship activities to foster donor loyalty and strengthen their connection with the University of Surrey.			
Key Responsibilities			
<div><div>1.</div><div>Support the management and administration of all philanthropically funded scholarships, becoming well-versed in all aspects of its administration and serving as a primary contact for stakeholders. This will include the accurate maintenance of the scholarships log, the marketing and recruitment process of scholarships, the selection process and the awarding of scholarships.</div></div> <div><div>2.</div><div>Build meaningful relationships with scholars to foster a supportive community. Working with the Donor Relations Manager, deliver a programme of activity for scholars to develop a scholars’ community where the students engage in a programme of activity that helps support their growth and development beyond the financial assistance provided.</div></div> <div><div>3.</div><div>Collaborate with fundraisers to manage donor stewardship of scholarships through regular reporting and engagement initiatives. Support with scholarship proposals to potential scholarship donors.</div></div> <div><div>4.</div><div>Work closely with the Donor Relations Manager to implement a comprehensive donor relations programme aimed at enhancing contributions and future support from both current and prospective donors. This programme will enrich the supporter journey through a range of communications, events and other key touchpoints.</div><div>To achieve this, the postholder will need to develop a strong understanding of the Philanthropy Team’s stewardship and cultivation needs.</div></div> <div><div>5.</div><div>Support the donor reporting schedule by coordinating the collection of relevant content and ensuring it is accurately formatted. This will enable Advancement colleagues to efficiently produce and send timely, high-quality reports to donors. Collaborate closely with team members to gather impact stories, and other key information that demonstrate the value of donor contributions and foster ongoing engagement.</div></div> <div><div>6.</div><div>Manage ad hoc donor relations requests, including coordinating gifts to donors and prospect, and collaborating with multiple stakeholders to plan and execute visits that enhance donor engagement and strengthen relationships.</div></div> <div><div>7.</div><div>N.B. The above list is not exhaustive.</div></div>			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising

The postholder will work with colleagues to coordinate the planning and organisation of activity which supports the Donor Relations remit.

The postholder will be able to maximise any stewardship and cultivation opportunities that arise, even at short notice. They will be able to prioritise and manage their workload, in discussion with the Donor Relations Manager, to coordinate the delivery of projects where the potential impact is significant and positive.

Roles at this level, are covered by clear practices, procedures and general work instructions, progress is reviewed regularly (usually weekly/fortnightly).

Problem Solving and Decision Making

The postholder will be expected to think within established processes, standards and methods where there might be multiple options and a choice of which procedure to follow.

When dealing with particularly unusual or complex problems, the post holder is expected to put forward recommendations on managing the situation/problem to their line manager, with only the most complex of problems being referred to them for resolution.

Continuous Improvement

The postholder will be expected to identify and make recommendations for improvements and contribute to the continuous improvement of their team.

They will also be expected to invest in their own continuous personal development to improve their specialist/technical/professional/vocational capability.

Accountability

The postholder will have a degree of independence to achieve operating, project, service results, provided that activities are consistent with approved plans, objectives, policies and precedents. They will be responsible for ensuring compliance with standard procedures, including those governing Health and Safety.

Dimensions of the role

Provide input to the management of resources/budgets within allocated project/area where appropriate. They will also be expected to work with colleagues to maximise opportunity and resource from the wider university to deliver value for money.

The postholder will be expected to contribute to resource and budget planning within the Donor Relations Team.

Supplementary Information

The postholder will collaborate closely with the Advancement Managers, building trust and confidence to engage with their donors and prospects while they focus on securing immediate philanthropic gifts. Throughout the cultivation and stewardship process, the postholder will highlight the best of Surrey and, where appropriate, develop a relationship with the donor or prospect. They will also tailor cultivation and stewardship plans based on the guidance of the assigned Advancement Manager, ensuring the donor or prospect is well-positioned for their next philanthropic engagement with Surrey.

Often exciting opportunities to engage prospects and donors arise with little notice to maximise their potential. The postholder will need to be calm, organised and, in discussion with their line manager, be able to manage their own workload. They will need to deal with all stakeholders (at all levels) with a calm demeanour.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience.

Or:

Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

Experience of delivering impeccable customer relationship management and with a practised customer service-oriented approach to work.

E

3

Demonstrable experience of being a team player, working with colleagues to achieve a common goal and providing a service to team members which will ultimately allow them to reach their goals.

E

3

Experience of project management, demonstrating an ability to co-ordinate projects whilst working with a number of different stakeholders and co-ordinating a team.

E

2

Experience of regularly working closely with senior stakeholders.

E

2

An understanding of translating audience insight into key messaging and engaging content.

E

2

Experience of planning and managing time pressured projects and managing multiple projects simultaneously, whilst demonstrating the ability to adapt to changing situations, showing flexibility and resilience amidst evolving priorities.

E

2

Experience of being part of a project group to create, plan and managing multiple high-profile events from very small intimate dinners to large-scale multifaceted events with dignitaries, royalty and VVIPs at short notice.

E

2

Special Requirements:

**Essential/
Desirable**

Knowledge of Raiser's Edge or similar fundraising CRM.

D

Knowledge of or ability to learn to use software that will make the role self-sufficient (i.e. video creation, Adobe InDesign).

E

Prepared to work outside regular office hours to run events and for international travel.

E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication

3

Adaptability / Flexibility

3

Customer/Client service and support

3

Planning and Organising

2

Continuous Improvement

2

Problem Solving and Decision-Making Skills

2

Creative and Analytical Thinking

2

Influencing, Persuasion and Negotiation Skills

1

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The role of the University's Advancement team is to build and maintain connections with our Alumni and to help secure philanthropic support for the University. We are responsible for sustaining a lifelong relationship with our worldwide alumni community of over 148,000 graduates and raising funds to support students and the University's research and teaching activities. The team works in partnership with academic and professional colleagues throughout the University to build enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and to increase financial support for agreed academic priorities.

The Advancement Team culture is professional, collaborative and customer service focused, and values transparency, flexibility, proactivity, integrity, respect, tenacity, motivation and commitment.

Department Structure Chart



Relationships

Internal

All colleagues within Advancement

All colleagues within the Global Team

Vice-Chancellor's Office

Other University departments such as Marketing and Communications, Careers and Employability, Feed and Funding, IT and Widening Participation

External

Donors of all levels from Annual Fund donors to Major Gift donors Volunteer helpers and advisers, who may be Board members, alumni, former staff or local supporters

Event suppliers