

**University of Glasgow  
Atypical Worker – Job Description Template**

Reference No. \_\_\_\_\_

<b>Job Title</b>	Telephone Fundraiser
<b>Department/ Division</b>	Development and Alumni Office
<b>Faculty/Division of US</b>	University Services
<b>Department contact details</b>	Name: Michaella Mitchell  Tel: 0141 330 8501

Duration of work:

**From:** Saturday 01 February 2020

**To:** Sunday 15 March 2020 (with potential to extend calling to Sunday 29 March 2020)

Please estimate the **total** number of hours you anticipate will be worked over this period (if period is more than a year, please state hours per annum): 63-72 hours

How do you anticipate undertaking Recruitment for this post(s)? Vacancy posted on UofG careers website, application details emailed to all current students (job description, application form etc.), interviews held for successful candidates.

If role previously undertaken, please specify hourly rate paid for this work: £9.69 ph (plus holiday pay)

### Job Purpose

The University of Glasgow raises crucial funds to support student scholarships, research, facilities and equipment, and student welfare and recreation through generous donations from alumni, staff, students and friends of the University.

We are looking for articulate individuals to join our calling team as telephone fundraisers to help us maintain the success of this important initiative.

As a Telephone Fundraiser, you will contact Glasgow alumni (graduates) to discuss their experience at the University, ask them to donate to the University of Glasgow Trust, update them on the benefits and services they can receive, answer any questions they may have and update our database with new contact details and personal information. As well as raising money for the University, these telephone calls give us the chance to strengthen the relationship we have with our alumni and find out what they have achieved since they graduated.

There will be no calling taking place on Fridays during the duration of the campaign.

You must be available 9.45am – 5pm on both training dates (Saturday 01 February and Sunday 02 February) – **if you cannot fully attend both session you will be unable to participate in the campaign.**

Weekday calling takes place in the evenings 6.15pm – 9.30pm.

Saturday calling takes place between 10am – 5pm

Sunday calling takes place between 3pm – 8pm

Applicants must be able to commit to a minimum of 2 evening shifts per week, with the option to do further shifts depending on their availability and subject to demand. Applicants must also be able to work at least 1 weekend shift per week.

### Main Duties & Responsibilities

1. To be an ambassador for the University and the Development and Alumni Office by organising and scheduling update calls, and engaging in discussions to inform potential donors and demonstrate a knowledge and awareness of the University and DAO.

2. To inform alumni about what is currently happening at the University with regards to campus developments, University updates, events, fundraising and general news.

3. To ensure you explain the Telephone Campaign, University fundraising priorities and the Development and Alumni Office to each graduate you speak to, giving them as much information as they request.

4. To make an ask and negotiate for vital donations to support University of Glasgow projects such as the Campus Development, Chancellors Fund, the Scholarships Fund, cancer research, the Vet Fund and the Medical Fund.

5. To ensure that all calls are completed with enthusiasm and in a polite and professional manner and in line with agreed service standards, timescales and operational requirements.

6. To answer the questions and queries of alumni to the best of your ability whilst adopting persuasion and influencing skills to generate donations to the University. Being knowledgeable and have an understanding when to involve others for action in order to deliver an effective service.

7. To work well with other members of the calling team to ensure that we meet the goals of the Telephone campaign

8. To maintain excellent time keeping; being a punctual and reliable member of the team

## Knowledge, Qualifications, Skills & Experience

### Knowledge /Qualifications

#### Essential

- **VQ2/3, Standard Grades, (GCSEs), City & Guilds or equivalent**
- Good knowledge of the University of Glasgow and involvement in University life
- Must be a current University of Glasgow student for the academic year 2019-2020
- Enthusiasm and belief in the causes that the Telephone Campaign is supporting

### Skills

#### Essential

- Excellent communication skills – both written and spoken English
- Excellent attention to detail
- Ability to work on your own and as part of a team
- A confident and friendly manner both in person and over the telephone
- Competent numeracy and literacy skills

#### Desirable

- Good negotiation and influencing skills

### Experience

#### Desirable

- Typically 1 years relevant work experience in a similar role or 2 years relevant work experience with no qualifications