



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Donor Relations Officer

Department/Division: Philanthropy & Global Engagement

Accountable to: Donor Relations Manager

Competency	Essential	Desirable
Knowledge & Experience	<p>Educated to degree level or equivalent work experience</p> <p>Experience of working in a busy customer care environment, including handling enquiries and liaising with customers in writing and in person.</p> <p>Experience building relationships with and drafting reports for groups and internal or external stakeholders.</p> <p>Understanding of, and commitment to, having rigorous processes, systems and templates in place to ensure best practice</p> <p>Experience of using a CRM database and understanding of importance of adhering to data processes</p> <p>Experience of using data and systems effectively to record, track and plan</p> <p>Experience of managing projects from planning through to delivery and evaluation</p> <p>Experience delivering a varied portfolio of work, producing successful outcomes in fast paced environment</p> <p>Experience of organising events (in person and online)</p> <p>Experience of working in a large complex organisation</p>	<p>Experience of using content management systems to send communications</p> <p>Experience of working for an educational institution or charity.</p>
Skills & Abilities	<p>Excellent verbal and written communication skills and ability to convey information to a range of audiences in a clear, concise and confident way</p> <p>Excellent standards of accuracy, consistency and meticulous attention to detail across all work</p> <p>Excellent organisational skills with evidence of strong project management and planning skills</p> <p>Ability to manage/balance multiple projects/pieces of work, producing high quality work to tight deadlines (good time management)</p>	<p>Knowledge or experience of graphic design tools, e.g., Adobe InDesign</p> <p>Experience of creating innovative stewardship communications for donor audiences</p>



	<p>Proactive approach to work, with ability to use initiative</p> <p>Understand and awareness of escalating risks in a timely manner</p> <p>Positive attitude and ability to problem solve and be solution focused when challenges arise</p> <p>Ability to build and maintain excellent working relationships with internal and external colleagues/stakeholders at all levels in order to deliver objectives</p> <p>Proficient with MS Office</p> <p>Excellent technical/digital skills</p> <p>Excellent interpersonal skills: diplomatic, tactful and discreet.</p>	
Other	Flexibility to work outside normal working hours on events	Commitment to the case for support for universities