

Job Description

Job title:	Stewardship Officer
Department:	Development & Alumni Relations (DDAR)
Grade:	6
Location:	University of Bath

Job purpose

The Stewardship Officer is central to maintaining the donor-centric approach to fundraising which is taken by the Department of Development and Alumni Relations. This is a busy and varied role, working closely with donors, award recipients and colleagues across the University to support the smooth running of the University's stewardship and recognition programmes. The post holder will have a particular focus of the detailed administration of the scholarship programme, bursaries and prizes, and will work across all aspects of philanthropic giving.

Source and nature of management provided

You will report to the Stewardship Manager

Staff management responsibility

n/a

Helping alumni stay connected with the University of Bath and each other



Main duties and responsibilities	
1.	<p>To implement the University's stewardship and recognition programmes for all individuals, charitable trusts, companies and other organisations making donations, so that they feel properly recognised and receive an appropriate level of feedback on their gift. This will include:</p> <ul style="list-style-type: none"> a) Developing cost effective stewardship to recognise the contribution of major donors. b) Liaising with DDAR colleagues and recipients of philanthropic funding to collate qualitative and quantitative data to help demonstrate the impact of gifts and to ensure accurate and timely provision of information to donors (e.g. beneficiary reports). c) When appropriate, responding to queries from donors relating to their gift.
2.	<p>To be responsible for the administration of stewardship processes, and to work closely with the Major Gifts Administrator in respect of scholarships, bursaries and placement awards, prizes and other established or endowed funds. This will include:</p> <ul style="list-style-type: none"> a) Developing and maintaining systems to manage communication with award recipients using the Raiser's Edge database. b) Acting as a first point of contact for queries from award recipients regarding their awards, sending out related correspondence and recording actions on Raiser's Edge. c) Liaising with academic departments, the Finance Office and Student Admissions and Outreach to ensure the accurate and timely records of student circumstances and payment of awards. d) Developing and maintaining systems for collating reports and thank you letters from award recipients, editing and formatting as appropriate and arranging for distribution to donors.
3.	<p>To have responsibility for stewardship event organisation, working with DDAR colleagues and other members of staff to deliver excellent donor and beneficiary experiences.</p>
4.	<p>To proactively work with departments across the University to ensure that all philanthropic donations are compliant with University and other relevant requirements and provide assurance that gifts are used in accordance with</p>

	<p>donor intentions. This will include:</p> <ul style="list-style-type: none"> a) Developing and maintaining processes for ensuring the timely thanking of pledged donations and new gift agreements, including working with the Executive Officer and Database Manager to manage joint process. b) Alongside Stewardship Manager, assist with regular reviews of gift agreements and gift agreement templates. Working with the Executive Officer to ensure donations are spent according to the gift agreements. c) To support the Stewardship Manager and Relationship Managers during the development of gift agreements, to ensure that proposed gifts have been properly costed and fit within University frameworks.
5.	<p>To support the Department in promoting the wider impact of philanthropy at the University. This will include:</p> <ul style="list-style-type: none"> a) Reviewing information provided by award recipients and identifying potential case studies for donor reports etc. b) Drafting and editing copy for internal and external audiences to convey the impact of philanthropy across both print and digital channels. c) Supporting the organisation of activities involving beneficiaries and funders, aimed at increasing philanthropic support to the University.
6.	<p>Work with the Stewardship Manager to ensure effective communication with Faculties and/or other parts of the University so that stewardship activity is co-ordinated, by liaising with members of staff about the University's policies and practice in this area.</p>
7.	<p>Close working relationships with the Major Gifts team and other Development and Alumni Relations staff.</p>
8.	<p>Frequent, proactive and reactive, highly personalised contact with current supporters, via the relevant lead fundraiser, to build strong relationships and encourage continued support.</p>
9.	<p>Regular contact with recipients of philanthropic funding to generate frequent reports for donors and reinforce the nature of the support.</p>
10.	<p>Develop and maintain an up-to-date knowledge of higher education in general and a good understanding and knowledge of professional practice in stewardship, fundraising, including legacies, gifts of shares and other tax</p>

	efficient giving both in the UK and internationally.
11.	Develop and maintain specific knowledge of higher education funding sources and of the mission and priorities of the University of Bath.
12.	Adhere to the highest standards of fundraising best practice.
13.	Throughout all fundraising ensure that activities comply with the relevant Data Protection and any other legislation.
14.	To support the donor-centric culture of the Department to engage with donors and partners personally and effectively.
15.	You may also be expected to carry out other duties, which may be reasonably requested. As such, the job may involve occasional evening and weekend work, for which time off in lieu can be claimed.

Person Specification

Criteria	Essential	Desirable
Qualifications and training		
Educated to at least first-degree level or equivalent.		✓
Experience/Knowledge		
Proven track record of working in a results-oriented, relationship management environment e.g. fundraising, sales	✓	
Experience of stewarding and cultivating relationships with senior, high-level donors/customers.		✓
Experience of high-level administration, producing reports, proposals or publicity materials to a high standard of presentation	✓	
Experience of organising events	✓	
Experience of working within the higher education and/or not-for profit sector		✓
Knowledge of the principles, theory and practice of excellent stewardship		✓
Experience of working with a diverse range of colleagues within a large and complex organisation		✓
Skills		
Ability to establish and maintain positive relationships with a wide range of people	✓	
Excellent written and oral communication skills	✓	
The ability to produce reports, proposals, or publicity materials to a high standard of presentation requiring excellent skills in written communication and accuracy	✓	
An articulate and confident manner, demonstrating sensitivity and diplomacy, in order to develop good relationships	✓	
Excellent IT skills, including components of Microsoft Office software	✓	
A good working knowledge of using relationship databases, ideally Raiser's Edge NXT		✓
Attributes		
Excellent time management skills with the ability to prioritise a varied and diverse workload and to work independently with minimum supervision, calmly under pressure and to meet deadlines. Organised and flexible	✓	
Highly motivated, a team player, also able to work independently	✓	

Strong administrative and analytical skills with a proactive and positive approach	<input checked="" type="checkbox"/>	
Ability to deal with confidential matters and act with discretion	<input checked="" type="checkbox"/>	
Capable of remaining calm and effective under pressure	<input checked="" type="checkbox"/>	
Ability and willingness to occasionally to work at evenings or weekends and to support colleagues	<input checked="" type="checkbox"/>	
A strong belief in the importance of Universities to society, coupled with an understanding of the need to diversify the funding base of these institutions, particularly with philanthropic support and wider corporate engagement	<input checked="" type="checkbox"/>	
Full clean driving licence		<input checked="" type="checkbox"/>