Student Telephone Fundraiser Job Description

**2024 Summer Telethon Campaign, Advancement Office**

We are now recruiting for our Summer 2024 campaign, starting at the beginning of June.

If you like a good chat, are interested in people, are a team player and want to gain some valuable experience raising money for a great cause, this could be the perfect job for you.

Working from home over a 3-week period at the start of the summer you’ll be calling Bath graduates (alumni) to talk about valuable and innovative work alumni donations support. You’ll ask them to become a new supporter or increase their existing donations and also provide the latest Bath news, information on events and ensure we have their up-to-date contact details.

Each year our Student Fundraisers speak to thousands of alumni, raising on average over £200,000. And the campaign isn’t just about raising much needed funds, you’ll be reconnecting many alumni with the university, finding out more about them and their interests and gaining some valuable insight into life after graduation.

*“It's really nice how some alumni take the time out of their obviously very tight schedules to have a conversation with a student like me. There’s a connection between us in the form of Bath itself. By contributing to the Alumni Fund, they’re helping the next generation of students on the same path. It brings their journey full circle.”*

**Fardeen (MSc Operations, Logistics & Supply Chain Management 2022)**

Thanks to the support of our alumni, over 50 current students have been awarded a scholarship to support their studies, academics have received funding to research into new treatments for cancer and student clubs/societies have been able to invest in new equipment.

**Key dates / information**

* Closing date for applications: **22 April 2024**
* Selection sessions: **End May (day / times tbc)**
* Training weekend: **1& 2 June**
* Calling dates: **Monday 3 June – Sunday 23 June**
* The salary is **£11.35 (£12.72 incl holiday pay)**.

**Shifts**

* 4 weekday calling shifts taking place in the evenings 6:15pm - 9:30pm (one day off eg Wednesday)
* Saturday calling takes place between 9:45am - 12:30pm and 1:30pm - 5pm
* Sunday calling takes place between 1:45pm - 5pm and 6:00 pm - 8pm

**ELIGIBILITY**

* Current Bath student (not on a placement) and UK based.
* Eligible to work in the UK and able to provide UK/Irish passport in person or complete an online RTW check
* NOT on a Tier 4 student visa (working hours are more than 20 per week)
* Able to commit to ALL the 6 shifts for each of the 3 weeks and both days for the training weekend

**To Apply**

1. Check your availability for the training weekend and all the shifts for the whole 3 week period.
2. Make sure you have a valid passport and, if not a UK/Irish citizen, are able to provide proof of your right to work by completing the Home Office Online Checking Service
3. Complete our [[application form](https://buffalofc.formstack.com/forms/universityofbath2023applicationform)](https://buffalofc.formstack.com/forms/bathapplication2024) (stage 1) and stage 2 of the application process by completing a voicemail.
4. Your application details will be passed to a third party organisation called Buffalo Fundraising Ltd for review.
5. Applicants will be asked to attend an online selection session in May.
6. Right to work/ID checks will be carried out after submitting your application to check eligibility.

**Job Requirements**

* Be an ambassador for the University of Bath, conveying a positive impression of the University.
* Represent the University in a professional manner and handle each phone call with courtesy, tact and sensitivity.
* Display an enthusiastic, responsible and committed attitude towards the role and the team.
* Work to achieve campaign fundraising and calling targets.
* Treat all the information you receive eg alumni personal details, with care, maintain accuracy and ensure confidentiality is maintained (you will be required to sign and adhere to the university’s data security policy)
* Adhere to employment expectations and performance standards including working a set number of shifts per week, each week. Fundraisers should be **asking for and negotiating donations** in each call but respecting the wishes of our alumni and not pressurising. Our focus is on building strong, life-long relationships with graduates and friends and inspiring them to give to Bath, if not now, in the future.

**Person Specification**

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| Essential | Excellent spoken and written English  |
| Strong attention to detail and accuracy  |
| Excellent communication skills |
| Excellent listening skills  |
| Ability to use your own initiative in a variety of situations  |
| Ability to work independently towards targets |
| Strong involvement in student life |
| Confident, friendly and positive disposition  |
| Reliable, hardworking and dedicated  |
| Ability to manage university workload and job commitments  |
| Experience of dealing with people from a wide range of background and building rapport  |
| Good general knowledge about the university and city of Bath, with a willingness to learn more  |
| Ability to manage university workload and job commitments |
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| Desirable | Understanding of importance of data protection  |
| Record of supporting charitable initiatives |
| Competent IT skills |
| Negotiation and persuasion skills  |
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**Please note that previous experience of a similar role is NOT necessary.**

**Pay, benefits and expectations**

All Student Fundraisers are paid £11.35 per hour (£12.72 incl holiday pay). Payment is by bank transfer, monthly in arrears. You’ll need to provide a National Insurance number to ensure you are paid correctly.

Calling is carried out remotely from home so you will need a suitably quiet place to work where you won’t be disturbed and a laptop and headphones for making calls.

**More information**

Please visit this page <https://www.bath.ac.uk/guides/apply-to-be-a-student-caller-in-the-summer-telethon-2024/> or contact John Richardson jdr55@bath.ac.uk, Regular Giving Officer, Advancement Office.