**Student Caller: Job Description**

The University of Sheffield’s Regular Giving programme raises crucial funds to support projects including student scholarships, facilities and equipment, student welfare and recreation. Since 2003, more than 18,000 alumni (former Sheffield students), parents, friends, and current and former staff have made donations, raising over £3 million for University projects.

We are currently preparing for our autumn 2017 calling campaign and are looking for students to join our team of fundraisers, to help us raise money to support the university and engage with our alumni and friends.

**Job Purpose**

As a Student Caller, you will call Sheffield alumni (as well as other friends of the University) to ask for their support through a regular donation. You will also update alumni about news and changes at the University, answer any questions they may have and keep our database records up to date. These calls give us the chance to strengthen the relationship we have with our alumni and find out what they have achieved since they graduated.

All Student Callers are required to work two shifts per week (Monday to Thursday). There may also be the opportunity to work additional shifts, which may take place during afternoons and weekends. All calling shifts include a 15 minute unpaid break and take place at the Development, Alumni Relations and Events office at 40 Victoria Street (just off West Street).

UK calling takes place Monday to Thursday from 6:00pm until 9:00pm. The Autumn UK telephone campaign will take place from Monday 16 October - Thursday 30 November (inclusive).

There will be a break in standard UK calling for one week from Monday 6 November to Thursday 9 November. During this period, we will be calling our international alumni living in the USA and Canada. International calling will take place on Sunday 5 November (6-9pm), Monday 6 November to Thursday 9 November (from 11.30pm to 2.30am) and on Sunday 12 November (6-9pm). During late night calling, taxis will be provided to and from the office for these shifts, free of charge.

It is essential that you are able to attend our training day, which will take place on Saturday 14 October. Attendance and successful completion of the training session is compulsory for all student callers to be able to take part in the campaign. Training is paid to Student Callers on the condition that they complete all allocated shifts during UK calling (Monday 16 October – Thursday 30 November). **Training pay will be paid to all eligible callers at the end of the Autumn campaign.**

Student Callers will be paid £8.41 per hour, plus holiday pay (total of £9.42 per hour).

Successful callers may be invited back to work on future telephone campaigns throughout the academic year.
**Duties & Responsibilities**

- Be an ambassador for the University and Development, Alumni Relations & Events (DARE), including having photographs and quotes featured on university webpages
- Represent the University and DARE office in a professional manner at all times
- Inform alumni about what is currently happening at the University and talk confidently about your own experiences
- Ensure that all calls are completed with enthusiasm and in a polite manner
- Talk to each graduate about our fundraising causes, giving them a compelling case for support and asking them to support the University with a specified regular gift
- Negotiate with alumni to find a level of support that they are comfortable with
- Answer the questions and queries of alumni to the best of your ability
- Produce detailed and accurate notes following every completed conversation
- Process donations over the telephone
- Act on feedback and instructions from Student Supervisors and the Regular Giving team
- Work well with other members of the Calling Team to ensure that we meet team goals

**Person Specification**

**Essential Criteria**

- A University of Sheffield student for the academic year 2017-18
- Outstanding communication skills – both written and spoken English
- Ability to work on your own and as part of a team
- Enthusiasm and belief in the causes that the Regular Giving team is supporting
- Highly confident and friendly manner, both in person and over the telephone
- Willingness to learn and adapt, taking on board feedback from supervisors and members of staff
- Resilience to cope with difficult situations, move on and perform to your best on every call
- Attention to detail – able to write accurate notes and records of calls using our software
- Good knowledge of The University of Sheffield and involvement in university life
- Reliability and dedication to the role
- Able to attend training day on Saturday 14 October
- Able to work two shifts per week (Monday to Thursday) for the duration of the UK autumn campaign

**Desirable criteria**

- Previous experience in a similar role
- Good negotiation skills
- Able to work additional shifts when required (may include some weekend and afternoon work)
- Able to work two shifts per week (Monday to Thursday, 11.30pm to 2:30am or Sundays 6-9pm) during USA/Canada calling shifts

**Application and Selection Process**

All applications for the post of Student Caller must be submitted using the online application form. The closing date for this vacancy is 9am on Friday 22 September. Any applications submitted after this date will not be considered.

Shortlisted candidates will be asked to attend an assessment centre session. Sessions will last 90 minutes and will take place on Friday 22 September (between 9.30am and 6.30pm), Thursday 28 September (between 3.15pm and 6pm) or Friday 29 September (between 11.15am and 6.30pm). We will try to inform you of your assessment centre time as soon as possible, and as such may be in touch before the application deadline on Friday 22 September. Please make sure that you provide an up-to-date email address on your application form.

Following successful completion of the assessment centre, candidates will be invited to attend a final face-to-face interview on either Wednesday 4 October, Thursday 5 October or Friday 6 October. Assessment centre and face-to-face interview slots will be allocated based on the availability that you indicate on your
application form, so please ensure that this information is correct. Assessment centre sessions may be allocated on a first come first served basis, so please indicate all possible times you would be available.

All offers of employment will be conditional upon the production of valid documents proving the candidate’s eligibility to work in the UK. These must be presented at interview, and we will need to see them again if you are offered a job.

Due to the high volume of applications we receive, we are unable to give feedback on application forms, and may only be able to contact applicants who have been shortlisted. If you have not heard from us by Friday 29 September, then unfortunately you have not been successful.

**Further information**

Further information relating to this role and the Regular Giving programme more generally can be found in the FAQ document which can be downloaded from the right hand side of the application webpage.

If you have a question that is not addressed in this document, please contact [Heather Bellamy, Regular Giving Officer](#).

**Student Caller Recruitment Timeline**

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Applications open</td>
<td>Monday 21 August</td>
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<tr>
<td>Application deadline</td>
<td>Friday 22 September at 9am</td>
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<td>Assessment centres</td>
<td>Friday 22 September, Thursday 28 September, Friday 29 September</td>
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<tr>
<td>Face-to-face interviews</td>
<td>Wednesday 4 October to Friday 6 October</td>
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<tr>
<td>Training day</td>
<td>Saturday 14 October</td>
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<tr>
<td>Calling starts</td>
<td>Monday 16 October</td>
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<tr>
<td>International calling</td>
<td>Sunday 5 November – Sunday 12 November</td>
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<td>Calling ends</td>
<td>Thursday 30 November</td>
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