Alumni Fund Student Calling Team - Frequently Asked Questions

What is the University of Sheffield Alumni Fund?
The University of Sheffield Alumni Fund is a charitable fund set up to enable Sheffield graduates and other friends of the University to support projects that benefit students around the University. Since it was set up in 2003, the Fund has received over 18,000 donations, raising more than £3 million.

What kind of projects does the Alumni Fund raise money for?
The Fund raises money for a wide range of projects around the University. These include scholarships and bursaries to provide opportunities for gifted students from low-income backgrounds, disability support projects, academic facilities, sports grants and the Alumni Foundation, which provides small grants to support extra-curricular activities.

What is the Calling Team?
The Calling Team is a team of students who contact alumni, parents, and other friends of the University via telephone to ask them to consider making regular gifts to the University. As well as fundraising to support fantastic projects, these calls enable us to build relationships with our alumni and other friends, to update them about events and services relevant to them, and to ensure that our database of records is kept up-to-date.

When and where does calling take place?
Calling normally takes place Monday-Thursday from 6:00-9:00pm. We run between two and three campaigns each year. Campaign dates correspond with semester dates - so we don't call during University holidays. Our call room is based at the Development, Alumni Relations & Events (DARE) office at 40 Victoria Street.

How many students are on the Calling Team?
The team currently consists of around 34 students and 4 student supervisors, each working two shifts every week.

What do Student Supervisors do?
Student Supervisors are responsible for managing the Calling Team, ensuring that call shifts run smoothly, supporting Student Callers and helping to maximise the fundraising potential of the telephone campaigns. All student supervisors have previously worked as a student caller, so have a wealth of experience and expertise to share with the team.

What makes a good Calling Team member?
We are looking for students who are confident, enthusiastic and able to represent the University of Sheffield in a positive and professional manner at all times. Previous work experience is beneficial but not essential - what's more important is a genuine belief in the aims of the Alumni Fund and a desire to help us to make the University of Sheffield an even better place to study.

What would I gain from joining the Calling Team?
As well as a competitive pay rate of £8.41 per hour (plus holiday pay to make it £9.56), Student Callers have the unique opportunity to interact with alumni from a wide range of backgrounds, reminiscing about their student days and finding out about what they've been up to since leaving university. It can be a hugely rewarding job, and you'll know that all of the money that you raise is going to a good cause.
Working as a Student Caller will also provide an excellent addition to your CV. Whilst the experience that you gain will be particularly relevant to the charity sector, the transferable skills that you develop - such as negotiation, communication and relationship building - will be applicable to almost any line of work, and can really make you stand out to prospective employers.

**How many hours are members of the Calling Team required to work?**
We require all Student Callers to commit to working a minimum of two weekday calling shifts per week for the duration of each campaign. Shifts run Monday-Thursday from 6:00pm-9:00pm. All shifts include an unpaid 15 minute break.

**I would like to work more than the required number of shifts - is this possible?**
Whilst we are only able to guarantee you two shifts every week, there may be the opportunity to work some overtime. Extra calling shifts will be given to the highest performing student callers. Administrative work is also sometimes available in other areas of the Development, Alumni Relations & Events office - giving you the chance to earn some extra money and to gain a broader picture of the work that our department does.

**Who can apply for a place on the Calling Team?**
Anyone who will be a student at the University of Sheffield for the 2017-18 academic year can apply to join the Student Calling Team. Undergraduate and postgraduate students from any course and any year of study are welcome to apply. If you will not be a current student at the University in 2017-18 then unfortunately we will not be able to take your application forward, so please do not apply.

We are only able to consider applications from candidates who are able to provide documents proving their eligibility to work in the UK.

**How do I apply to join the team?**
You can apply to join the team by submitting the application form at [www.sheffield.ac.uk/alumni/donate/campaignjobinfo](http://www.sheffield.ac.uk/alumni/donate/campaignjobinfo).

This vacancy will close at 9am on Friday 22 September 2017, and late applications will not be considered. Please make sure that you read the full job description thoroughly before starting your application.

**How does the application process work?**
Candidates apply online and answer a series of questions. We will assess all written applications on a serious of different criteria and may contact you before the deadline.

Shortlisted applicants will receive an email inviting them to attend an assessment centre session, this will last a maximum of 90 minutes and will take place on Friday 22 September, Thursday 28 September or Friday 29 September. Invites will be issued on a rolling basis so you may receive an invitation to assessment centre before the written application deadline.

On successful completion of the assessment centre, shortlisted candidates will be invited to attend a face-to-face interview. Interviews will take place in Sheffield during normal office hours, from Wednesday 4 October to Friday 6 October and will last around 30 minutes.

**What documents should I bring to my interview?**
In order for us to consider your application, you must be able to provide documents proving your eligibility to work in the UK. If you are shortlisted for interview, you must bring the original copies of these documents (not photocopies) with you to the interview, and we will need to see them again if we offer you a position.

Further information about eligibility to work in the UK, including a full list of the documents that we’re able to accept can be found at [www.sheffield.ac.uk/hr/recruitment/guidance/eligibility/candidates](http://www.sheffield.ac.uk/hr/recruitment/guidance/eligibility/candidates)
Do you provide training?
Yes- all Student Callers receive thorough training before calling starts. Training for our autumn 2017 campaign will be held on Saturday 14 October all day and is compulsory for all student callers. Training is paid on the condition that you complete your allocated shifts for all core weeks of the UK Autumn campaign (Monday 16 October – Thursday 30 November). Student Callers must also work two to three shifts per week during the USA telephone campaign, unless special dispensation has been given in advance. Training pay will be paid to all eligible callers at the end of the Autumn campaign.

If Callers are ill and unable to come to work, we will expect them to make up their hours at another point in the campaign where possible. If any Callers are ill for a period longer than two shifts and are not able to make up their missed hours due to exceptional circumstances, we will consider these circumstances on a case-by-case basis.

What kind of feedback do you provide to Student Callers?
We aim to provide a supportive environment that enables all of our callers to develop new skills and reach their potential. As well as being available to answer any questions and provide informal feedback during calling sessions, we hold one formal feedback week every campaign. This gives callers a chance to look through their campaign statistics and to receive tailored feedback about their individual strengths and weaknesses.

What is the USA campaign?
Once every year, we call through the night to contact our alumni living in the USA and Canada. This year’s campaign will take place from Sunday 5 November – Sunday 12 November. On the Sundays we will work 6-9pm and from Monday to Thursday the working hours will be 11.30pm-2.30am.

During the USA campaign, we provide taxis to and from work for all callers.

During this period, UK calling will not be on as usual. Although we will expect Student Callers to work two shifts per week for the duration of the USA campaign, students with special circumstances will have the opportunity to request to reduce their shifts, without forfeiting their training pay.

I have a question which has not been covered here- who should I contact?
If you have a question about the Alumni Fund which is not covered here, then please contact Heather Bellamy, Regular Giving Officer by email at h.c.bellamy@sheffield.ac.uk or telephone on 0114 222 5598.