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 2018 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 6-9pm) and one Sunday (6-9pm) per campaign. There may also be the opportunity to work additional shifts, which may take place during mornings or 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).

The Autumn telephone campaign will run as follows:

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<thead>
<tr>
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<th>Dates</th>
<th>Calling times and shift requirements</th>
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<tbody>
<tr>
<td>Weeks 1-3</td>
<td>Monday 22 October - Thursday 8 October</td>
<td>Two shifts per week, 6-9pm.</td>
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<tr>
<td>Feedback week</td>
<td>Monday 12 November – Thursday 15 November</td>
<td>No calling will take place but you will be required to attend a one-on-one feedback session during this week.</td>
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<tr>
<td>Weeks 4-6</td>
<td>Monday 19 November – Thursday 6 December</td>
<td>Two shifts per week, 6-9pm.</td>
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<tr>
<td>International calling</td>
<td>Sunday 25 November &amp; Sunday 2 December</td>
<td>You will be required to work one out of the two Sunday shifts, 6-9pm.</td>
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<tr>
<td>Week 7</td>
<td>10 December – 13 December</td>
<td>A select team will be chosen to work during this final week based on performance across the campaign.</td>
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It is essential that you are able to attend a training session, which will take place on Saturday 20 October 2018. Attendance and successful completion of the training session and all relevant online training 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 the Autumn Campaign. Training pay will be paid to all eligible callers at the end of the Autumn campaign.

Student Callers will be paid £8.85 per hour, plus holiday pay (total of £9.91 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 2018-19
- 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 session
- Able to work two shifts per week (Monday to Thursday) and one Sunday shift throughout the duration of the autumn campaign

Desirable criteria

- Previous experience in a similar role
- Good negotiation skills
- Able to work additional shifts when required (may include early morning work 7-9am)
- Able to commit to working the Spring 2019 campaign as well

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 Thursday 4 October 2018**. Any applications submitted after this date will not be considered.

Shortlisted candidates will be asked to attend an assessment centre session on either **Friday 5 October, Tuesday 9 October, Wednesday 10 October or Thursday 11 October**. The session will last a minimum 90 minutes but could take up to 2 hours. The sessions will take place on the most suitable date for all candidates based on the availability indicated on your application form.

Please note that if you are unable to attend this session we will not be able to rearrange another session for you and you will not be able to proceed to the next round. 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 Thursday 4 October. Please make sure that you provide an up-to-date email address on your application form.
Following successful completion of the assessment centre, candidates may also be invited to attend a final face-to-face interview on Monday 15 October.

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 will also need to be presented to the Job Shop team in order to register you as a student worker.

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 19 October, 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](mailto:Heather.Bellamy@uni.com).

**Student Caller Recruitment Timeline**

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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<tr>
<td>Applications open</td>
<td>August</td>
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<tr>
<td>Application deadline</td>
<td>Thursday 4 October at 9am</td>
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<tr>
<td>Assessment centre</td>
<td>Friday 5 October, Tuesday 9 October, Wednesday 10 October or Thursday 11 October – subject to majority of candidates’ availability</td>
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<tr>
<td>Face-to-face interviews (possible)</td>
<td>Monday 15 October</td>
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<td>Compulsory training session</td>
<td>Saturday 20 October</td>
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<tr>
<td>Calling starts</td>
<td>Monday 22 October</td>
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<td>Calling ends</td>
<td>Thursday 13 December</td>
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