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 Spring 2019 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). 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 Spring telephone campaign will run from Monday 25 February until Thursday 4 April 2019.

It is essential that you are able to complete an online training course and attend a training session, which will take place on Saturday 23 February 10.30am to 4pm. 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 at the end of the Spring campaign, provided that Student Callers have completed all allocated shifts.

**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 (fluent level)
• 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) throughout the duration of the campaign

**Desirable criteria**
• Previous experience in a similar role
• Good negotiation skills
• Able to work additional shifts when required (may include work 7-9am or Sunday 6-9pm)
• Able to commit to working the May 2019 campaign as well

**Application and Selection Process**

All applications for the post of Student Caller must be submitted using the [Google Application Form](#). The closing date for this vacancy is **9am on Monday 4 February 2019**. Any applications submitted after this date will not be considered.

Shortlisted candidates will be asked to attend a 10 minute interview on either Monday 11 February, Tuesday 12 February or Wednesday 13 February (between 3.30pm and 5.30pm). The interview will be allocated based on your availability given on the application form, if you are not able to attend the session you have been assigned then we may not be able to rearrange the interview for you.

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 15 February**, 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**.