Student Caller - Frequently Asked Questions

What do Student Callers do?
Student Callers work as part of a team of students to contact alumni, parents, and other friends of the University by telephone, to ask them to consider making modest, regular gifts to the University of Sheffield. As well as fundraising to support fantastic projects, these calls help to build relationships with our alumni and other friends, update them about events and services relevant to them, and ensure our database of records is kept up-to-date.

What kind of projects does the team raise money for?
The Student Calling Team raises money for different projects around the University. These include:
- Scholarships and bursaries for gifted students from lower-income backgrounds
- Grants for clubs and societies to improve the student experience and increase participation
- Grants for departments and facilities to improve learning and teaching
- Research projects for subjects that are helping to solve problems and make new discoveries

When and where does calling take place?
Calling normally takes place Sunday-Thursday from 6:00pm-9:00pm. We usually run between two and three campaigns each year. Our call room is based on campus at the Development, Alumni Relations & Events (DARE) office at 40 Victoria Street in the City Centre.

What is the team like?
The team will consist of between 30 and 40 students, each working at least two shifts every week. In addition to Student Callers, we also employ Student Supervisors and Team Leaders to help us manage the campaign and reach our targets. Supervisors and Team Leaders are all ex-callers so they are well-placed to give advice and guidance. The team are friendly people who work hard and take pride in their work. There are also chances to socialise and have fun too!

What makes a good Student Caller?
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 most important is a genuine belief in the projects we are fundraising for and a willingness to help share their impact and importance with potential supporters.

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 Sunday-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. 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 gain a broader picture of the work that our department does.

Who can apply to become a Student Caller?
Any current student at the University of Sheffield for the duration of the Calling Campaign can apply for the role. Undergraduate and postgraduate students from any course and any year of study are welcome to apply. If you are not a current student at the University then unfortunately we will not be able to take your application forward, so please do not apply. We are also only able to consider applications from candidates who are able to provide documents proving their eligibility to work in the UK.

How does the application process work?
Once the online vacancy has closed, we will assess all written applications. Shortlisted applicants will receive an email inviting them to an Assessment Workshop. This session comprises a group task plus a 1:1 interview. We will let all candidates know whether they have been successful/unsuccessful as soon as possible after the final Assessment Workshop.

What documents do I need?
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 provide the original copies of these documents (not photocopies) to the JobShop when setting up your account. 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

Do you provide training?
Yes. All Student Callers receive thorough training before calling starts. Training is paid on the condition you complete the required two shifts per week for the duration of the campaign. If Callers are ill and unable to come to work, we expect them to make up their hours at another point in the campaign in order to receive training pay. 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, which 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 would I gain from joining the Calling Team?
As well as a competitive pay rate of £8.41 per hour (plus holiday pay), 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 graduating. It can be a hugely rewarding job, and you’ll know that all of the money 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 you gain will be particularly relevant to the charity sector, the transferable skills 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.

What’s more, being a Student Caller is fun! And you will make lots of new friends on the team.

**How do I apply to join the team?**
You can apply for the role of Student Caller via the JobShop - [https://www.myjobshop.shef.ac.uk/](https://www.myjobshop.shef.ac.uk/)

**I have a question which has not been covered here - who should I contact?**
If you have a question becoming a Student Caller, which is not covered here, please contact Hayley Chalmers, Regular Giving Officer by emailing [giving@sheffield.ac.uk](mailto:giving@sheffield.ac.uk)