Student Caller Job Description

Gifts to the University of Sheffield are transformational.

With the support of our alumni (former Sheffield students) and friends, the University can support disadvantaged students, invest in world-class research, innovate learning and teaching, and improve the everyday lives of students.

The Regular Giving team at the University are currently preparing for the Autumn 2019 Calling Campaign (Oct-Dec), and we are looking for students to join our team of fundraisers. This is a fantastic opportunity for students who want to gain valuable work experience whilst making a positive impact for worthy causes at the same time.

Job Purpose

As a Student Caller, you will help us engage with our alumni (as well as other friends of the University) over the telephone and ask for their support through a regular donation. These calls strengthen the relationship we have with our alumni and are an opportunity to find out what they have achieved since they graduated. You will update alumni about news and changes at the University, talk about your own experiences and answer any questions they may have. You will check and update database records and keep accurate notes of your conversations.

Duties & Responsibilities

- Be an ambassador for the University of Sheffield, representing the institution in a professional manner at all times
- Inform our alumni and friends about what is currently happening at the University and talk confidently about your own experiences
- Ensure all calls are completed with enthusiasm and in a polite and friendly 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 any questions and queries to the best of your ability
- Produce detailed and accurate notes following each conversation
- Process donations over the telephone
- Act on feedback and instructions from Team Leaders, Student Supervisors and the Regular Giving team
- Work well with other members of the Calling Team to ensure we meet team goals

Person Specification

Essential Criteria

- A University of Sheffield student for the academic year 2019-2020
- Outstanding communication skills – both written and spoken English (fluent level)
- Warm, friendly and confident manner, both in person and over the telephone
- Enthusiasm and belief in the fundraising causes of the University of Sheffield
- Ability to work on your own and as part of a team
• Willingness to learn and adapt, taking on board feedback from 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 and follow processes using computer 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 at least two shifts per week (Sunday 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
• Able to commit to working the Spring 2020 campaign as well

Your commitment to us

The Autumn Calling Campaign will run from Monday 21 October to Sunday 8 December 2019.

Student Callers are required to work at least two shifts a week (Sunday to Thursday). Normal working hours are 6.00pm – 9.00pm. We expect all Student Callers to be in the building and ready to start their shift on time. You may be required to remain at work later than 9pm on some occasions. In all instances, you will be paid for the time that you work, including any over time.

It is essential you are able to complete an online training course and attend a training session in person, which will take place on Saturday 19 October from 10.30am – 1.30pm. Attendance and successful completion of the training session and all relevant online training is compulsory for all Student Callers. Training is paid at the end of the autumn campaign, provided that Student Callers have completed all allocated shifts.

Student Callers must also agree to register with the Student JobShop and provide the relevant paperwork needed before employment commences.

Student Callers should feel comfortable providing quotes and having their photograph taken for promotional materials – although this is not compulsory.

Our commitment to you

Student Callers will be paid £9.17 per hour, plus holiday pay (total of £10.27 per hour).

All calling shifts include a 15 minute unpaid break and take place on campus at the Development, Alumni Relations & Events (DARE) office at 40 Victoria Street (just off West Street).

Student Callers will be fully trained and will receive regular feedback on their performance. Team Leaders, Student Supervisors and members of the Regular Giving team are available to address any issues or concerns. We aim to create a positive and friendly working environment and want to develop members of the team. Successful callers will be invited back for subsequent campaigns and opportunities for progression are possible for those who show the most talent.
Application & Selection Process

The closing date for this vacancy is at 12 noon on Friday 4 October 2019. Any applications submitted after this date will not be considered.

All applications for the post of Student Caller must be submitted using the Online Application Form

Shortlisted candidates will be invited to attend an Assessment Workshop on either Tuesday 8 October, Wednesday 9 October or Thursday 10 October (5pm-6.30pm). This session comprises a group task plus a 121 interview. You can select your preferred date on the application form. If you are unable to attend any of these sessions, unfortunately we can not progress your application.

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 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 Monday 14 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 Student Caller FAQs Document

If you have a question that is not addressed in this document, please email the Regular Giving Team at giving@sheffield.ac.uk