



1 Advertisement

Post Title: Administrative Assistant

School/department: Development & Alumni Relations Office (DARO); Communications, Marketing and Advancement Division

Hours: Full time considered up to a maximum of 36.5 hours per week. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Reference: 9261

Salary: starting at £20,761 to £22,662 per annum, pro rata if part time

Placed on: 05 August 2022

Closing date: 31 August 2022. Applications must be received by midnight of the this date.

Expected Interview date: 13 September 2022

Expected start date: To be confirmed

This is an exciting opportunity for a motivated and enthusiastic team player to join the Development & Alumni Relations Office (DARO). This high-performing department provides engagement opportunities for alumni and external friends to become ambassadors and volunteers for the University. It is also responsible for the University's philanthropic fundraising to support scholarships, the student experience and research.

Working closely with the Senior Administrative Officer, you will support them in the efficient running of the busy office. You will have particular responsibility for the day-to-day maintenance of the alumni database, processing philanthropic donations made to the University, and dealing with general enquiries.

You will be an important member of the DARO team; often being the first point of contact for receiving enquiries to the department by telephone and email, as well as welcoming visitors arriving in person at the University.

You will be highly motivated, able to work as part of a team as well as on an individual basis, and possess excellent IT, organisation and communication skills.

Please contact [Kate O'Connell](#) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

2. Communications Marketing & Advancement Division

The Communications Marketing & Advancement Division is responsible for enhancing the reputation of the University and profiling the institution's vision and aims to a wide range of stakeholders including media, staff, students, alumni, supporters, prospective students, government, business and the public.

The Division is responsible for promoting the achievements of academics and researchers, as well as major developments and partnerships. It works with colleagues across the University to help drive Sussex's reputation as a world-class, innovative institution, whose genuinely avant-garde approach to education is transforming society. Responsible for the recruitment of students, the Division also communicates the University's outstanding education offer alongside the student experience in the UK and internationally.

The Development & Alumni Relations Office sits within the Division and holds responsibility for our alumni engagement programme and for raising funds to support the University of Sussex.

For further information visit: www.sussex.ac.uk

The Development and Alumni Relations Department

The Development and Alumni Relations Office is part of the Communications, Marketing and Advancement Division. The Department is responsible for the University's philanthropic fundraising and for developing and maintaining excellent relationships with the growing international community of alumni, supporters and friends of the University.

The Development and Alumni Relations team manages the relationships with all the University's donors and actively seeks new pathways for continued support in aid of the institution's strategic objectives. As well as engaging with an active network of more than 100,000 alumni worldwide, the department is also responsible for organizing Sussex's corporate events and graduation ceremonies, which are flagship milestones in the University's calendar.

3. Job Description

Job Description for the post of: Administrative Assistant

Department:	Development & Alumni Relations Office
Section/Unit/School:	Communications, Marketing and Advancement Division
Location:	Sussex House
Grade:	3
Responsible to:	Senior Administrative Officer and PA to the Director of Development & Alumni Relations

Purpose of the post:

The Development & Alumni Relations Office (DARO) is seeking an enthusiastic team player to join their team. The post-holder will be an important member of DARO, often being the first point of contact for receiving enquiries to the department by email and telephone, as well as visitors arriving in person at the University.

The position carries particular responsibility for the day-to-day management of the Alumni department email account, maintenance of the alumni database, processing philanthropic gifts made to the University, dealing with general enquiries, and assisting the Senior Administrative Officer in the efficient running of the office.

The successful candidate should be highly motivated, able to work as part of a team as well as on an individual basis, and possess excellent communication, IT and organisational skills.

Specific duties:

- Providing a general enquiries service for alumni and external contacts as well as staff from across the University: handling and responding promptly, appropriately and efficiently to enquiries fielded through the Alumni inbox, general DARO telephone number and in-person visits to the office.
- Day-to-day maintenance and updating of details on the alumni database (Raiser's Edge), for which training will be provided.
- Assisting with stewardship of lower-level philanthropic gifts together with the Senior Administrative Officer, ensuring that gift administration and processing – including accurate recording of incoming funds onto the database and sending emails or letters of thanks to the donor – is conducted efficiently and to best practice

timescales, particularly during peak giving times such as the annual student-led telephone campaign.

- Assisting the Individual Giving Manager with the administration associated with the annual telephone fundraising campaign.
- Assisting the Alumni Relations Manager with stewardship of alumni volunteers.
- Assisting with preparation of agenda for fortnightly DARO team meeting
- Assisting with raising departmental purchase orders and processing of supplier invoices.
- Assisting with administration of the Suss-Ex Club (for former members of staff).
- Assisting with maintaining an efficient filing system for DARO
- Maintaining accurate computerised records of sickness or holiday absence in the team and provide regular reports to authorised staff.
- Liaising with IT Services and the University's estates and facilities team to ensure that any essential office maintenance work is carried out promptly and to a good standard.
- Supporting the Director and other team members as required, with diary management and travel planning.
- Assisting at key university events organised by the department, for which time in lieu will be given.
- Undertaking any other clerical work as may be required from time to time. This will include some of the mundane aspects of this type of work, such as photocopying and envelope stuffing, in which all team members are expected to play a willing role. This may also include more creative activities such as sourcing content for alumni newsletters or posting on the alumni social media channels.

The work of the Development and Alumni Relations Office is a people-based activity and highly visible both within and outside of the University. A 'customer-service-orientated' perspective, and a courteous, efficient and helpful manner are expected of all members of the team in their dealings with the alumni community and others

4. Person Specification

Skills and abilities	Essential	Desirable
Good organisational skills, punctuality, and attention to detail	x	
Responsive with excellent verbal, written, and interpersonal skills	x	
Highly developed IT skills – proficient in the use of word processing software, email and spreadsheets (e.g., MS Word, Outlook and Excel)	x	
Excellent organisational skills and the ability to plan and prioritise work to meet deadlines set by a number of different people	x	
Confidence in dealing with a wide variety of people, from students to senior members of staff and key external contacts	x	
Self-motivated and adaptable	x	
Strong numerical skills	x	

Knowledge	Essential	Desirable
Knowledge of a Customer Relationship Management (CRM) database		x
Knowledge of the Raiser's Edge database		x
Knowledge of current Data Protection legislation		x

Experience	Essential	Desirable
Demonstrable experience of working in an office environment	x	
Experience of working in a customer-service environment or a department with a strong customer focused perspective	x	

Extensive demonstrable experience of responding to general enquiries over the phone and by email, liaising with a wide variety of people	x	
Demonstrable experience of managing diaries and organising meetings involving several individuals at senior level		x
Familiarity with fundraising and/or membership programmes		x

Qualifications	Essential	Desirable
Education to A level or equivalent, with G.C.S.E English and Mathematics (or equivalent) at Grade C or higher	x	

Personal attributes	Essential	Desirable
A professional and confident approach consistent with representing the Development & Alumni Relations Office in a front-of-house service	x	
An appreciation of the need to keep certain information confidential and secure	x	
A willingness to work flexibly when necessary to support the team or to ensure that specific activities are delivered	x	
Calm under pressure and can-do attitude	x	