

Data and Gifts Senior Assistant (Apprentice)

Development and Alumni Relations

Grade 3: £22,659-£24,600 p.a.

Open-Ended/Permanent - Full Time

Contracted Hours per Week: 35

Closing Date: tbc

Disclosure and Barring Service Requirement: Not Applicable

The University

At Durham University, we are proud of our people, because they are at the heart of our globally outstanding institution, which is a key part of our local community. We inspire our people to do extraordinary things and we invite you to join our fantastic team.

Across the University, we have a huge variety of roles and responsibilities, which together make us one large and successful community. Whether you are at the very start, middle or end of your career, there is a role for you. We believe everyone has their own unique skills to offer.

At the University we promote and actively champion equality, diversity and inclusion. It is crucial that everyone can be themselves and can flourish in an environment where everyone respects each other and is treated fairly. We want our people and wider community to feel happy, secure and proud to be a part of Durham. We are looking for the same values in you.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. For more information on our EDI strategy and values, click [here](#).

The Role and Department

The Development and Alumni Relations Office (DARO) is responsible for coordinating philanthropy, alumni and supporter engagement, advancement services, and supporter communications on behalf of the University. DARO works with colleges, academic departments, research centres and institutes, wider student experience partners, and professional services departments to engage over 230,000 alumni and supporters around the world. DARO is part of the Advancement division and, along with both Marketing and Communications, it collectively contributes to the enhancement of Durham University's reputation as a globally outstanding, inclusive, and forward-looking institution.

Underpinning this global operation, the Advancement Services team are ultimately responsible for: maintaining the University's central stakeholder database (Raiser's Edge NXT (RE)); updating and maintaining all alumni and supporter data; completing all gift processing, reporting, and stewardship; overseeing the daily operation of governance, legal, fiscal, and other regulatory aspects of advancement; completing prospect and partnership research and analysis, including due diligence; and development/maintenance of all systems related to delivering the above.

The Data and Gifts Senior Assistant is responsible for data entry into RE, including gift processing, alumni and supporter details updates and querying/interrogating RE, sometimes extracting datasets to fulfil requests from stakeholders. They also process helpdesk requests to provide operational and technical support to internal and external systems users, as well as providing administrative support to the wider Advancement Services team as and when required.

From early 2025 the base location for this role will change from our Durham City Centre site to our exciting new professional services hub based at Boldon House. Boldon House is situated on the outskirts of Durham near the Arnison Centre in Pity Me. Boldon House will bring a number of professional services teams together in a vibrant office environment which supports collaborative working and is designed to embrace hybrid working. To find out more about this project, please visit this webpage: [Boldon House – Durham University](#).

Further information about the role and the responsibilities is at the bottom of this job description.

Working at Durham

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 27 Days annual leave per year (in additional to 8 public holidays and 4 customary days per year), a total of 39 days, including time off between Christmas and New Year.
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- Discounts via our benefits portal, including money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- On site nursery is available plus access to holiday camps for children aged 5-16.
- Lots of support for health and wellbeing including discounted membership for our state-of-the-art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- The opportunity to take part in staff volunteering activities.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- If you are keen on advancing in your role or career, we have a genuine passion for developing our colleagues, from qualifications to IT skills, courses and apprenticeships.
- Generous pension schemes.

Discover more about our total rewards and benefits package [here](#).

What you need to demonstrate when you apply

To be considered for this role, here are the skills/experience we're looking for:

Qualifications/Experience

1. Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).
2. Experience of working in a team delivering customer focussed administrative services or having relevant qualifications for the role.
3. Experience of managing time to meet deadlines.

Skills/Abilities/Knowledge

4. Good spoken and written communication skills.
5. Good digital skills including experience in using digital devices and apps including the internet and Microsoft 365 applications.
6. Committed to training/continuing professional development.
7. Ability to solve problems as part of a team and resolve straightforward issues.
8. Ability to provide advice and guidance to a range of colleagues and customers.

Desirable Criteria

9. Experienced in the use of Raiser's Edge or similar fundraising package.

How to Apply

We prefer to receive applications online. When you apply you need to submit a CV and/or a statement that tells us your experience and gives examples of how you meet the criteria above and/or submit the application form and include the information within the form.

We will update you about your application at various points throughout the selection process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to make sure you have not missed any of our updates.

Who to contact for more information

If you would like to have a chat or ask any questions about the role or if you are struggling to complete the application process, Adrian Churchman (Data and Systems Manager) would be happy to speak to you via adrian.churchman@durham.ac.uk.

Typical Role Requirements

To fulfil the terms and conditions of the apprenticeship, the post-holder will be required to complete training on a weekly basis towards the Apprentice Framework in Business Administrator at Level 3.

The post-holder will also undertake on the job training and a development plan will be created in conjunction with the successful candidate and will consider their individual needs. Following successful completion of the first stage of compulsory on-the-job training and development plan (one year) the post-holder will move to Grade 3. Upon successful completion of the Business Administrator Level 3 qualification and all on-the-job training the post-holder will move to a Grade 4 Data and Gift Administrator role. This plan will be regularly reviewed and form the basis of the assessment to move to a Grade 4 role. The development plan may be extended if the University considers it necessary.

If the post-holder is unable to meet the full requirements of the Grade 4 post at the end of the development process, subject to performance, they may be retained in the Grade 3 post. The post-holder will work within the Advancement Services team.

Here are the kind of activities that you'll be asked to undertake and ways in which you'll be expected to operate.

Service Delivery

- Provide an excellent and timely service to our colleagues, system users and anyone else you encounter in your role.
- Log, record and pass on information for use by others.
- Carry out gift logging and administration processes using our CRM system.
- Follow established procedures when carrying out your role and vary or refer to more senior colleagues when necessary.
- Collect, organise and record data and information accurately for use by others.
- When carrying out your role, apply relevant industry and regulatory standards, e.g. data protection when communicating with alumni and system users.
- Use standard office-based devices and applications such as Teams, Outlook and SharePoint to deliver services.
- Collate and distribute information (e.g. guidance and support documentation) for use by others.
- When carrying out your role, carry out standard checks and follow professional and regulatory requirements when handling and archiving data and information.
- Provide support for meetings, working groups and committees by preparing related documents.

Teamwork/Liaison

- Help to move, set-up and maintain office SharePoint pages and record storage.
- Help your colleagues when required with other key activities undertaken within your service, for example importing new alumni information into the CRM system.
- Help and cooperate with the rest of your team on operational matters to help achieve shared objectives.
- Liaise with colleagues to ensure that services are being delivered in an efficient and collaborative way.

Communication/Personal

- Show a commitment to equality, diversity and inclusion and the University's values.
- Follow established procedures to respond to queries and bring any complex issues to the attention of more experienced team members.
- Respond to queries by providing routine information via the helpdesk and signposting to additional guidance.
- Any other reasonable duties.

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant [University Privacy Statement](#), which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.