The Woolf Institute

Alumni and Supporter Relations Manager

Job description

The Woolf Institute

The Woolf Institute’s vision is a world in which collaborative discussion and constructive engagement can overcome prejudice and intolerance. It combines teaching, scholarship and outreach, focussing on Jews, Christians and Muslims, to build tolerance and foster understanding between religion and society around the world.

The Woolf Institute’s approach is to integrate academic research with practical education targeting audiences as diverse as police and doctors, teachers and clergy, diplomats and policy makers. Its teaching is delivered in a variety of ways: in collaboration with the University of Cambridge through undergraduate and Masters teaching and supervision of PhD students, with the University of Durham for the common awards for Anglican Ministry training, with Anglia Ruskin University in the supervision of professional doctorates; through online courses for students around the globe and at the American University’s School of International Service in Washington DC; through tailored courses for particular professions; through media commentary and public and private events, including panel discussions, exhibitions and concerts.

Among the Woolf Institute’s recent policy initiatives, The Commission on Religion and Belief in British Public Life (CORAB) published a far-reaching report, ‘Living with Difference: Community, Diversity and the Common Good’. It has a strong track record of evaluating the work of charities and research organisations, including a current, cross-continental project evaluating the effectiveness of interfaith initiatives in the UK, Qatar and India. It also undertakes major research projects, such as a 4-year, European-wide study examining trust in the context of crisis, resulting in a policy paper released on 7 July 2017.

The Woolf Institute is funded by philanthropic donations and research grants, with a very small proportion of its income arising from course fees from organisations commissioning staff training and from individual online course students, though the majority of the latter require bursaries towards their fees in order to undertake the courses. This means that the Institute’s work is currently dependent upon short-term (usually up to 3-year) research grants and the generosity of a relatively small group of supporters. This has been very successful in bringing the Institute through its first two decades to the transformative point at which it has its own permanent base for its activities in the grounds of Westminster College, Cambridge, for which it raised over £8 million in a capital appeal. Having a purpose-built home, tailored to support the essential work of building tolerance and understanding between religion and society will act as a springboard for the significant growth in the Woolf Institute’s activities that is needed to address some of the most pressing challenges to peaceful cohabitation and co-operation between people with different beliefs.

The Woolf Institute has a supporter and alumni base of over 3,000, of which 535 are alumni. Our supporters include academic visitors, faith leaders, donors and other people with an interest in improving relations between people of different beliefs and religion and society (many supporters will fall into two or more of these and other related categories).

It is essential that in order to make the most of the opportunities arising from having a permanent home and to achieve the Woolf Institute’s vision, it builds both its research and project grant income and its endowment. Building the endowment will provide an additional annual income stream and further financial security against which to plan its activities in the medium and longer-term, in addition to the more immediate future. The Institute must also continue to engage and involve current supporters and participants and to extend its networks to increase ongoing philanthropic funding for its research, education and outreach work. The Woolf Institute has identified a series of resources and activities for which it would welcome philanthropic support in the form of revenue or project grants, or towards building an endowment for those activities, in order to undertake the work needed to achieve its vision. These will form the basis of the Development Office’s fundraising goals.
The Role
The Alumni and Supporter Relations Manager will report to the Director of Development and be responsible for planning and enacting a programme of work for alumni and supporters including:

- An annual appeal by post;
- An annual appeal by email;
- An annual appeal by social media;
- Data processing to keep donor and supporter records up to date to ensure that all gift, event payment and gift aid information is correctly entered in a timely fashion;
- Research from publicly available information about individual and organisational donors and prospective donors to help tailor requests for support and stewardship programmes for donors;
- Sending event invitations to existing academic and cultural events in the building and processing responses, helping to host such attendees at academic and cultural events when required;
- Creating and sending a termly e-newsletter;
- Sending special news emails when appropriate (not more than once per week, but probably less frequently);
- Liaising with the Communications and PR Officer to provide appropriate content for Institute communications and PR activities and keeping the social media news feeds populated with appropriate content in conjunction with the Research Associate leading on social media and the Communications and PR Officer;
- Working with the Events Manager and PA to the Founder Director (one post) to organise a biennial fundraising dinner, reception or concert and other fundraising related events required by the Director of Development;
- Producing reports and supporting data and statistics required by the Director of Development for reporting and monitoring processes;
- Producing supporting budgets for development events, activities or applications;
- Other tasks may be required commensurate with the nature of the post.

The role will be based at the Woolf Institute’s building in the grounds of Westminster College, Madingley Road, Cambridge CB3 0AA. The successful candidate will need to be able to commute easily to Cambridge. Usual working hours are on weekdays between 9am and 5.30pm with up to an hour’s break for lunch (you must take at least 20 minutes break daily), although occasional travel outside Cambridge and some out of hours work for events may be required. Overtime is not paid for work outside normal office hours or weekly total hours, but reasonable time in lieu may be taken at a time agreed in advance by the Director of Development. The salary will be £36,000 per annum, subject to experience, and the Woolf Institute contributes a sum equal to 10% of salary each year to a group personal pension account for each employee. Employees may choose to also add to their group personal pension accounts in addition to the Woolf Institute’s contribution. The annual holiday allowance is 25 working days in addition to statutory holidays (pro rata in the first and last years if a member of staff joins or leaves the Institute part-way through a leave year). If you would like to discuss flexible or 80%+ working arrangements, we are open to discussing such options whilst meeting the requirements of the post.

The successful candidate will:

- Have at least 2 years working experience of fundraising in the charitable sector, preferably within the education/academic sector;
- Have run an annual appeal fund and be able to demonstrate the skills and knowledge needed to plan and implement an annual fund strategy;
- Have good written and verbal communication skills, across a variety of communications channels;
- Be capable and comfortable using social media channels to promote Woolf Institute events, reports and activities;
- Have alumni and fundraising event organising experience;
- Be administratively self-supporting;
- Be a capable user of fundraising/not-for-profit database software, such as Raiser’s Edge or Donor Perfect, including extracting and importing data for a variety of requirements;
• Have used electronic marketing software to produce mass emailings and track responses, such as Dot Mailer, Mail Chimp or Constant Contact;
• Be a confident user of Microsoft Word, Excel, Outlook, Powerpoint;
• Be numerate and confident in creating, using and manipulating spreadsheets to analyse and report on data for a variety of audiences;
• Be comfortable working in a small team and have a flexible and co-operative approach to ensuring that the Woolf Institute is presented and perceived in a positive light;
• Understand data protection requirements and ensure that all operations are undertaken within these.

Desirable experience or attributes are:

• Experience of using design software, such as InDesign;
• Experience of completing research project grant applications.

**Application process for this role**
Candidates should send their curriculum vitae, with a covering letter to the Director of Development explaining how they meet the role criteria, to arrive no later than 9.15am on Monday 2\textsuperscript{nd} October by email to hec39@cam.ac.uk, or by post to Helen Cornish, Director of Development, Woolf Institute, Madingley Road, Cambridge CB3 0UB.

Interviews will be held on Wednesday 11\textsuperscript{th} October at the Woolf Institute.

If you would like to discuss the role informally in advance of applying, please contact Helen Cornish on hec39@cam.ac.uk to arrange time for a telephone conversation.