Brasenose College Telethon March 2014:

Further particulars for the post of Student Caller

# Post Title: Student Caller

## Department: Brasenose College Alumni & Development Office

#### Job Description

The position of Student Caller involves contacting Brasenose College alumni by telephone for a variety of reasons which include updating their details, finding out what they have gone on to do since graduating, informing them of the latest College news and events and asking them if they are able to make a donation to the College and/or University. There will also be a proportion of calls to current donors to the College, to thank them for their contributions.

All alumni whom we intend to call will receive a letter in advance letting them know that a Brasenose College student will be calling to ask them to make a donation to the College and/or University and to update them on College news and forthcoming events. This letter will give them the opportunity to opt-out if they do not wish to receive a phone call. Most alumni will enjoy hearing what’s happening at Brasenose College – particularly from a student’s perspective – and this is an important opportunity for you to help build closer links between the College and its members.

This role provides the opportunity to learn and improve valuable skills which benefit both life at Brasenose and your future career, for example, communication skills, teamwork and the ability to negotiate. Student Callers are ambassadors for the College and University and although the role is challenging it is also extremely rewarding.

Previous experience in a similar capacity is not essential as we provide intensive and thorough training (see below) which covers all aspects of the role.

Calling will take place at Brasenose College in Old Cloisters from 17th March until 31st March 2014 (training days on both 17th and 18th March). The Telethon will be run by a telethon consultancy called Buffalo as well as the Brasenose Alumni and Development office. There will be full training, support and equipment provided.

Standard calling shifts take place between 6.15pm and 9.30pm on Monday, Tuesday, Wednesday & Thursday evenings; between 9:45am and 5pm on Saturdays; and between 2:45pm and 8pm on Sundays. There will be an unpaid one hour break at Saturday shifts and a paid half hour break at Sunday shifts. There may also be some additional, **optional** daytime calling sessions. Callers will be expected to attend a fifteen minute briefing before each calling session which has been factored into the session times above.

**All Student Callers will be paid at the rate of £8.51 per hour (a basic rate of £7.61 per hour, plus holiday pay), with an additional £102.90 for the two days of training.**

##### Recruitment & Training

Please refer to the Caller Job Description above and the Person Specification below, and then return the application form to the Brasenose College Alumni Relations and Development Office (staircase VII before the library), the Porters Lodge in person, or by email (edward.margetson@bnc.ox.ac.uk) by midday, Wednesday 19th February 2014.

Shortly thereafter you will be notified if we would like to invite you to an interview. Interviews will be held in the week commencing Monday 24th February 2014 and should last no longer than 40 minutes (You will be given the option of different dates and times to attend for interview). If we then wish to offer you a post, you will be informed shortly after and offered a contract of employment to sign and return.

If invited for interview, candidates will need to bring along a copy of their passport.

If appointed to the position of Student Caller, candidates will need to ensure that they have a National Insurance Number. If Student Callers do not have not have a National Insurance they will need to apply for one and should telephone 0845 600 0643 (8.00 am to 6.00 pm Monday to Friday). Jobcentre Plus will check to make sure: 1) that you need a NI number & 2) that you don’t already have a NI number).

Failure to provide the copy of the passport and/or National Insurance to the University Development Office could result in delays in Student Callers being paid for their work during the Telethon.

**Successful candidates will need to be able to attend the compulsory training sessions which will take place on 17th and 18th March 2014 from 9:45am to 5:00pm on both days.**

**Duties & Responsibilities**

* Be an ambassador for Brasenose College and the University of Oxford.
* Engage Brasenose alumni in conversation and establish a rapport.
* Effectively communicate Brasenose and Oxford activities, accomplishments and goals.
* Ask the alumni to make a financial contribution to Brasenose College and/or the University.
* Represent the College and University in a professional manner and handle each phone call with courtesy, tact and sensitivity.
* Update alumni details accordingly with accuracy and confidentiality.
* Help the alumni understand the goals and the importance of the College and University fundraising.
* Answer questions to the best of your ability.
* Work to achieve daily and weekly individual or team targets as determined by the Supervision Team.
* Adhere to employment expectations and performance standards including attending each shift punctually.
* Develop techniques to improve performance, deal with objections and develop the structure and style of your calls.
* Work effectively with other members of the Student Calling Team.
* Display a positive, responsible and committed attitude towards the role and the team.

**Person Specification**

### Essential Criteria

* A current Brasenose College student.
* Excellent spoken and written English.
* Excellent communication skills – both verbally and in writing.
* Excellent listening skills.
* Ability to work both independently and in a dynamic team environment.
* Previous experience in dealing with people from a wide range of backgrounds.
* Ability to use your own initiative in a variety of situations.
* Confident, positive and friendly disposition.
* Reliable and hardworking.
* An understanding of the importance of attention to detail and accuracy.
* Ability to work all shifts during campaigns.
* Permission from your tutor to work.

### Desirable Criteria

* Previous experience in a similar capacity.
* Competent IT skills.
* Negotiation skills.
* Good knowledge of the College and University and involvement in student life.

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If you have any questions or require any further information, please contact Edward Margetson at the Alumni Relations & Development Office:

## Tel: (01865) 287 277

**E-mail:** **edward.margetson@bnc.ox.ac.uk**

 **Or**

**development.office@bnc.ox.ac.uk**