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| Last updated: | 19th March 2025 |

**Please take a look at our** [**website**](https://talentedu.com/uos/odar/) **giving you information about working in ODAR.**

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| Post title: | Prospect Development Officer | | |
| School/Department: | Office of Development and Alumni Relations (ODAR) | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Prospect Development Manager | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based | | |

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| Job purpose |
| The Prospect Development Officer will support the Head of Prospect Development and the Prospect Development Manager in the provision of a prospect intelligence, identification, research and management programme, that helps provide an excellent experience for engagers and supporters. The role will be integral to the building of a robust and developing pipeline of supporters, in line with the demands of the Campaign for Southampton.  This will include:   * Providing proactive and reactive research about prospects, donors, alumni and other constituents gathered from public sources, using a variety of established and new research methods. * Working with fundraisers to ensure the growth of a healthy philanthropic pipeline for the University of Southampton. * Working closely with the Prospect Development Manager to serve as a University wide resource, providing quality information relating to donors and prospective donors. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Researching and profile creation   * Undertake research on alumni and existing/potential donors using a variety of reputable, publicly available, sources. This can include researching individuals, trusts, foundations or businesses etc. * Analyse, select and collate relevant research findings to create high quality, error-free profiles, reports and/or presentations. * Ensure all research findings and profiles help to support the work of ODAR and, in turn, the University’s strategy. * Adhere to current Data Protection legislation, always dealing with sourced data in a professional and secure manner. * Oversee the circulation of information/findings to ensure awareness of key issues/data to relevant internal audiences. * Work with the wider Data and Analytics team to develop reporting on prospects | 70% |
|  | Sourcing new prospects   * Working with the Prospect Development Manager and the wider Data and Analytics team, to undertake proactive research and present information to development staff on new potential donors and key contacts. * Work with fundraisers to update details on potential new prospects and create research to assist their engagement. * Set up and monitor alerts for potential new prospects and current donors, where applicable. | 10 % |
|  | Planning and organising   * Working with the Prospect Development Manager, support the management of the Research Team’s workload (and requests) by tracking proactive and reactive research requests and prioritising projects, using our CRM database and other work-flow processes. * Operate as an individual, organising and planning own work activities to contribute to the achievement of objectives whilst maintaining and improving efficiency. * Meet deadlines, plan, and prioritise workload and deal with urgent last-minute requests, including contributing to projects with University-wide significance, as requested. | 5% |
|  | Customer/service support   * Ensure data sourced through research is stored effectively within the CRM database, to enable effective reporting and segmentation of data. * Organise and resolve most queries independently, providing advice on research processes and related matters to staff at all levels, recommending alternative courses of action if unable to assist. * Monitor and report on basic service standards within own area of work to maximise service quality and efficiency. * Maintain current knowledge of data protection legislation and new research procedures and techniques to keep departmental specialist knowledge up to date. | 5% |
|  | Communication and liaison   * Work with the wider Directorate team members to develop prospect identification, cultivation, solicitation, and overall fundraising strategies. * Develop internal relationships to ensure co-ordination and communication about potential donors across campus and to determine feasibility of research requests and special projects. * Attend relevant meetings as requested, to support standard work activities or to represent the department at the appropriate level. | 5% |
|  | Additional duties   * Keep up to date of factors that will affect philanthropic donations in general e.g., changes in business, economic and industry trends. * Perform additional duties as requested or needed by the Research & Analytics Manager. | 5% |

| Internal and external relationships |
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| Directorate – Development & Alumni Relations (ODAR)  Wider University teams as required e.g. Vice Chancellor’s office. |

**PERSON SPECIFICATION**

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|  | Essential | Desirable | How to be assessed |
| Qualifications, knowledge, and experience | Relevant NVQ3/HNC/A-level/City & Guilds or equivalent qualification OR relevant work experience.  Experience of having worked in a diverse, busy environment.  Experience of using research to create detailed and useful reports for colleagues/varied audiences and to make or support decisions.  Experience of using research to create detailed and useful reports for colleagues/varied audiences and to make or support decisions.  Able to identify the indicators and attributes that would characterise a potential prospect. | Knowledge of information required within profiles – what makes them insightful and useful for ODAR.  Experience of having worked in a Higher Education institution.  Experience of having worked in a fundraising environment with philanthropic donors  Able to apply an awareness of principles and trends in Development & Alumni Relations and an awareness of how this affects activities in the University  Experience of working with fundraising or CRM databases and other research tools and software.  Proven project and/or people management skills.  Experience of using both qualitative and quantitative information to create reports and present findings in an appropriate format.  Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in Development & Alumni Relations. | Application and interview. |
| Planning and organising | Highly developed organisational and administrative skills. Accuracy and attention to detail.  Self-motivated. Able to operate independently when required. Excellent at working to tight deadlines.  Able to plan and prioritise a range of one’s own, and the team’s, standard and nonstandard work activities.  Ability to recognise the impact of own activities on the workload of others. | Able to seek opportunities to progress a broad range of activities within professional guidelines and in support of University policy.  Experience of project management. | Application and interview. |
| Problem solving and initiative | Able to identify and solve problems by applying initiative to tackle some situations in new ways and by developing improved work methods.  Able to bring fresh ideas to help solve problems and think laterally to address research requests and address data management and retrieval problems.  Able to multi-task in pressurised, time restricted environments. | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Experience of using analytical skills to understand problems and recommend solutions.  Strong numerical reasoning.  Confident to challenge existing work practices and offer ideas for change | Application and interview. |
| Management and teamwork | Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Able to ensure staff are clear about changing work priorities and service expectations.  Able to proactively work with colleagues in other work areas to achieve outcomes. |  | Application and interview. |
| Communicating and influencing | Highly developed interpersonal skills, able to elicit information to identify specific customer needs and offer proactive advice and guidance.  Confident communicating instructions and/or presenting to groups of people, both small and large, at all levels (senior through to junior).  Highly developed written communication skills, demonstrating professionalism and competency.  Confident and concise at presenting information, able to proofread and to assimilate financial and biographical information.  Experience of summarising research and data with a strong focus on detail.  Able to provide clear specialist guidance on complex issues.  Able to explain, report and present complex information in an easily understood form. | Able to provide clear specialist guidance on complex issues.  Able to develop understanding and achieve cooperation.  Understanding of Data Protection Law.  Proactive in developing relationships with colleagues in other areas and confident to use personal experience and expertise to offer advice and guidance where needed.  High level of integrity when handling sensitive information. | Application and interview. |
| Other skills and behaviours | IT literate, including competent use of Microsoft Office, Access, PowerPoint, Word, and Excel.  Support the University of Southampton Equality, Diversity and Inclusivity (EDI) agenda through own behaviour:  <https://www.southampton.ac.uk/diversity/our-commitment/index.page>  Demonstrate the Southampton Behaviours:  See page 8 for details. | Experience of using the ODAR database, Blackbaud CRM  Experience of using a range of online research tools. | Application and interview. |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (egg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

- I take personal responsibility for my own actions and an active approach towards my development.

- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

- I demonstrate pride, passion and enthusiasm for our University community.

- I demonstrate respect and build trust with an open and honest approach.

**Working Together**

- I work collaboratively and build productive relationships across our University and beyond.

- I actively listen to others and communicate clearly and appropriately with everyone.

- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

- I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

- I help to create an environment that engages and motivates others.

- I take time to support and enable people to be the best they can be.

- I recognise and value others’ achievements, give praise and celebrate their success.

- I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

- I identify opportunities and take action to make improvements.

- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

- I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

- I consider the impact on people before taking decisions or actions that may affect them.

- I embrace, enable and embed change effectively.

- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

- I take time to understand our University strategy and communicate this to others.