

Development Coordinator



Reference: 1502-25

Grade: 6

Salary: £27,319 to £29,588 per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

To provide proactive administrative and operational support to the fundraising team, ensuring the effective delivery of campaigns and events, accurate donor record management, and excellent supporter care.

Main Duties/Responsibilities

Administrative Support

- ▶ Assist with the preparation and distribution of fundraising materials and mailings.
- ▶ Maintain accurate and compliant records of donations and supporter information on the database, ensuring data integrity and adherence to GDPR.
- ▶ Exercise initiative in improving administrative processes.
- ▶ Prepare thank-you letters and receipts.
- ▶ Assist with organising and coordinating Scholarship Ambassador engagement activities.

Fundraising Activities

- ▶ Support the organisation and delivery of fundraising events and campaigns.
- ▶ Assist with the set-up and delivery of events (e.g. registrations, logistics).
- ▶ Support online fundraising activities, such as updating giving pages and social media posts, liaising with internal Communications and Media teams.
- ▶ Track campaign performance and donor trends using CRM tools.

Supporter Care

- ▶ Act as the first point of contact for routine supporter enquiries via phone, email, or post.
- ▶ Ensure supporters receive timely and appropriate communications, maintaining high standards of donor experience.

Research

- ▶ Undertake research on prospective donors, trusts, and fundraising opportunities to support pipeline development.

Team Support

- ▶ Provide general administrative support to the fundraising team as required.
- ▶ Participate in team meetings, contribute ideas for service improvements, and take minutes when required.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	Educated to GCSE level or equivalent.	Application form and interview
Experience	<p>Experience in an administrative or customer service role.</p> <p>Experience of managing multiple tasks or deadlines simultaneously, including how you prioritised your work and the outcome.</p> <p>Experience working with information where accuracy and compliance are critical.</p>	Application form and interview
Aptitude and skills	<p>Strong organisational and time management skills.</p> <p>Ability to prioritise tasks and workload.</p> <p>High level of accuracy and attention to detail in record-keeping.</p> <p>Ability to work both independently and as part of a team.</p> <p>Excellent written and verbal communication skills.</p> <p>Proficient in Microsoft Office (Word, Excel, Outlook).</p> <p>Willingness to learn and take on new tasks.</p> <p>Approachable and professional manner.</p>	Application form and interview

	Desirable	Method of assessment
Experience	<p>Experience using databases or CRM systems.</p> <p>Interest in or experience of the higher education sector.</p>	Application form and interview

Note: Occasional evening or weekend work may be required to support events.

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours



Innovation

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.



Collaboration

We work best when we are collaborative, working together to contribute to the Aston community.



Ambition

We strive together for improvement and innovation looking ahead to see the bigger picture.



Inclusion

We treat everyone in our community equally and how they would like to be treated.



Integrity

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Christina Bone

Job Title: Development Manager

Email: c.bone@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2 aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2 aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2 aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see our candidate immigration [web page](#) for further details.

Before you start and Right to Work

Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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