2019 QMUL Annual Fund Telephone Campaign

Annual Fund Student Caller
Job description

Purpose
The ninth Queen Mary Annual Fund Telephone Campaign will take place during November 2019. The aim of the campaign is to keep alumni (former students) in touch with news about Queen Mary and Barts and The London, to encourage them to maintain their links with their University and to ask them for donations to the Annual Fund.

To date the Annual Fund has raised more than £1,000,000 in income and pledged gifts from the previous telephone campaigns. The funds are distributed to the Students’ Union, academic Schools and Professional Services; providing money to widen opportunities across Queen Mary and Barts and The London, through student employability projects, community projects and student support to both attract the most talented students and allow them to complete their studies. All telephone calls to alumni are made by our current students, perhaps with one or two recent graduates, under the supervision of the Development and Alumni Directorate.

This is a great opportunity for students who want to improve their employability by building their communication, negotiation, fundraising and telemarketing skills.

Duties
Student callers will undertake the following duties:
- Telephone selected alumni and talk about their memories and experiences during their time at Queen Mary, Westfield and Barts and The London medical and dental colleges
- Ask alumni to make a donation to the Annual Fund
- Update alumni on current news and activities taking place at the University
- Keep accurate, confidential records of the outcome of all calls made, including recording gifts/pledges
- Ensure up-to-date contact details are recorded
- Create a short ‘thank you’ note to be sent to some of the alumni whom they speak to

Hours of work
The telephone campaign lasts for four weeks running from Sunday 27th October to Sunday 10th November and Monday 18th November to Sunday 1st December. Calling takes place on weekday evenings from 6.15 to 9.30pm (Monday-Thursday) and there are two sessions each Saturday from 11.45am to 1.30pm and 2pm to 6pm and each Sunday from 1.45pm to 4.30pm and 5pm to 8pm. There will also be some daytime shifts when we will be calling people overseas.

You will be expected to work at least two evenings per week and two sessions each weekend on Saturday and Sunday on each of the weekends over the four weeks.
period of the campaign. You must also attend two full days of training which take place prior to the start of the campaign on Saturday 26 and Sunday 27 October.

Rates of pay
You will be paid £10.93 per hour (plus holiday pay), including the two training days. You will be paid only for the times that you work. You will be paid monthly in arrears.

Person specification
The ideal student caller will have the following qualities:
- Understand and agree with the principles of fundraising
- Enjoy speaking and listening to a variety of people over the telephone
- A naturally outgoing personality and a polite and pleasant manner
- The self-confidence to ask for donations and to negotiate over the telephone
- The ability to deal with confidential information in a discreet and tactful manner
- Reliability and accurate time-keeping
- Previous telemarketing experience (useful though not essential) or other relevant experience
- An excellent command of spoken and written English
- A positive outlook on student life at QMUL and the ability to project a positive image of the University and your School

If selected for one of these positions, you must prove your eligibility to work in the UK.

We will not be accepting students without a National Insurance Number.

The deadline for applications is midnight on Wednesday 9 October.