**QMUL Annual Fund Telephone Campaign**

**Annual Fund Student Caller
Job description**

**Purpose**

The tenth Queen Mary Annual Fund Telephone Campaign will take place during March 2022. 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 under the supervision of the Development and Alumni Engagement 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 Saturday 19th March to Sunday 17th April 2022.

Calling takes place on weekday evenings from 6.00pm - 9.30pm (Tuesday-Thursday) and there are two sessions each weekend from 10.00am to 4.00pm. 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 one weekend on ***each*** of the weekends over the four-week period of the campaign. You ***must*** also attend the full day of training, which take place prior to the start of the campaign on Saturday 19th March.

**Rates of pay**

**You will be paid £11.28 per hour including the one training day. You will be paid only for the times that you work and can expect to receive your pay in both April and May.**

**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 Queen Mary 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 2nd March 2022.**

**Please submit your application form via email to annualfund@qmul.ac.uk. Please note: you do not need to complete the Referees section on page 4.**