Post Title: YuCall Student Fundraiser

Department: Office of Philanthropic Partnerships & Alumni, External Relations

Applications for Autumn YuCall 2022 are now closed. Please check again in December 2023, when we will be recruiting for Spring YuCall.

Background & Job purpose

We are a team of 25 students who have great conversations and fundraise for the University of York by calling our lovely community of alumni. We ask them for charitable donations towards a variety of amazing funds, which support everything from student scholarships to providing grants for mental health research and student groups on campus.

At the forefront of what we do is making sure we have great conversations with our alumni, whether they donate or not. Generally, student fundraisers ask graduates to make a regular donation of between £10 and £50 per month.

We are good listeners, are interested and interesting, ask great questions and are resilient team players. You must be willing and able to ask for money to do this job, so please consider that carefully before applying.

There are up to 25 student fundraiser positions on the team at any one time, with up to 16-18 students working each shift.

Your responsibilities

- To call selected alumni of the University of York and talk to them about their time here
- To ask for donations to the causes at the University of York
- To be an ambassador for the University of York
- To handle all phone calls with courtesy, tact and sensitivity and to answer questions professionally
- To update alumni details, process online payments and update alumni on University events with accuracy and confidentiality
- To keep accurate records of all telephone calls made
- To write courteous and professional ‘thank you’ messages to donors to the
University

● To adhere to employment expectations and performance standards, including attending the expected two shifts per week and all relevant training sessions
● To display a positive, responsible and committed attitude towards the role and the team
● Perform additional duties as required by the Philanthropy Officer or YuCall Senior Fundraising Team

What you can gain

● £10.99 per hour (plus 12.07% holiday pay) paid monthly in arrears
● Full training, ongoing support and professional development
● Opportunity to apply for Senior Fundraiser or Supervisor roles once relevant experience has been gained
● A full reference following your time working with us
● Biscuits, sweets, incentives, games and prizes are provided throughout the campaign
● We aim to provide a minimum of two shifts per week, totalling 6 hours with the opportunity to sign up for further work most weeks

Person specification

Qualifications

● You must be a current student at the University of York

Knowledge

● General knowledge of the University of York and involvement in student life and a willingness to learn more

Skills, abilities, competencies

● Great communication skills, both spoken and written
● Excellent listening skills
● Ability to use your own initiative and work independently
● Accuracy and attention to detail
● Negotiation skills would be an advantage

Experience

● Broad range of experience communicating with people from a wide range of backgrounds
Previous experience in telephone fundraising or sales would be an advantage but is not a prerequisite.

**Personal attributes**
- Reliability and dedication to work
- Determination and resilience
- Confidence
- Positive and friendly disposition
- Enthusiasm for the University of York
- Empathy
- Commitment to self-improvement and professional development

You will be asking alumni for money. You will receive training but you need to be prepared to ask confidently and to negotiate downward. If the idea of asking for money makes you feel uncomfortable, this is probably not the job for you!

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Please contact the YuCall team with any questions via yucall@york.ac.uk.