

Development & Fundraising Operations Coordinator

Department:	Development and Fundraising
Grade/ Salary:	Grade 5, £34,925 - £40,325 (pro-rata)
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants.

Please contact hr-recruitment@gold.ac.uk to make your request.



Department of Development and Fundraising

The Development and Fundraising Directorate is responsible for shaping, communicating, and advancing Goldsmiths' narrative to internal and external audiences, ensuring that the institution's impact, priorities, and ambitions are effectively articulated and supported.

Working as part of a specialist and collaborative function, colleagues within the Directorate harness the expertise, networks, and collective energy of the wider Goldsmiths community to support the long-term sustainability and success of the institution. This includes enabling opportunities that enhance student experience and outcomes, underpin world-leading research, and contribute to Goldsmiths' commitment to creating positive social impact.

The Directorate provides strategic leadership and coordination across a portfolio of externally facing and relationship-led activities, including:

- Philanthropy and fundraising
- External relations and civic engagement
- Alumni relations and supporter engagement

Through this work, the Directorate plays a critical role in building and sustaining meaningful relationships with alumni, donors, partners, and stakeholders, ensuring their engagement contributes to the achievement of institutional priorities.

Development and Fundraising operate as a strategic function across the University, working in close partnership with the Executive Board and reporting to the Vice-Chancellor. The Directorate also collaborates extensively with academic departments and professional services to align engagement, fundraising, and external relations activity with Goldsmiths' strategic goals.

Job description

Reporting to: Alumni Relations Lead

Summary:

The Development and Fundraising Operations Coordinator plays a key role in supporting the Development & Fundraising Directorate through the effective management of fundraising and engagement data, operational processes, and administrative activities.

Working closely with the Development & Fundraising team, the postholder will ensure that data, systems, reporting, and administrative processes support the successful delivery of fundraising, alumni engagement, and relationship management activity.

The role combines responsibility for database administration, reporting, prospect and donor data management, gift processing, financial administration, event support, and general office coordination, helping to ensure the smooth day-to-day operation of the directorate.

The postholder will act as a key operational support resource for fundraising and alumni engagement activity, enabling colleagues to build and maintain effective relationships with donors, alumni, supporters, partners, and other stakeholders.

Main duties:

Alumni engagement support

- Assist with the alumni e-newsletter (up to 12 per year) by collating content, stories and images; creating the e-newsletter in Mailchimp; uploading audience data; scheduling the newsletter and monitoring responses.
- Manage the Goldsmiths Alumni social media channels: LinkedIn, Facebook, Instagram; working with colleagues at Goldsmiths to collate or share social media posts.
- Manage event invitee lists and draft, create and send event invitations to alumni by email via Mailchimp and post.
- Act as a point of contact for enquiries from internal and external stakeholders, including the maintenance of the shared Alumni and Development inboxes
- Assist academic colleagues to help find alumni volunteers to act as speakers or take part in alumni panels by sending out alumni volunteer call outs via Mailchimp.

Database assistance

- Support the maintenance, integrity, accuracy, and consistency of the fundraising and alumni database.
- Update the database through routine data entry, imports, and record maintenance activities. Enhance the integrity and quality of data through regular data cleaning, validation, enrichment, and record maintenance activities.
- Import data from a variety of internal and external sources, ensuring all records conform to agreed database standards and procedures.
- Support Development and Fundraising and Alumni team members by running queries, exports, reports, mailing lists, and data selections to support fundraising, alumni engagement, stewardship, volunteering, and partnership activities.
- Download, process, and maintain records relating to alumni engagement, supporter activity, event registrations, and other stakeholder interactions.

Gift administration & fundraising support

- Process donations, pledges, and other gifts in a timely and accurate manner.
- Generate gift acknowledgements and thank-you communications using approved templates.
- Support the recording, tracking, and reporting of fundraising income.
- Assist with Gift Aid administration and reporting processes.

Finance & operational support

- Support departmental financial administration, including processing invoices, requisitions, expenses, and purchase requests.
- Assist with budget monitoring and expenditure tracking.
- Liaise with Finance colleagues to ensure accurate financial processing and reporting.
- Support the preparation of financial information and reports for internal use.

- Assist with tracking fundraising income, pledges, and restricted funds where required.

General duties

- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

I = Interview

T = Test

C = Certificate

R = Reference

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Undergraduate qualification or equivalent relevant professional experience	A, C
Desirable Criteria 1 - Qualifications	
Relevant training or qualification in administration, data management, fundraising, or CRM systems	A, C
Essential Criteria 2 - Experience	
Experience working with databases in a fundraising, CRM, higher education, membership, or similar environment	A, I
Experience providing administrative support in a busy office environment, managing competing demands effectively	A, I
Experience coordinating meetings, events, or stakeholder engagement activities	A, I

Experience supporting financial administration processes, including budget monitoring, invoice processing, or similar tasks	A, I
Experience supporting fundraising, alumni engagement, volunteering, or relationship management activities	A, I
Desirable Criteria 2 - Experience	
Experience supporting alumni relations or fundraising campaigns, events, or donor engagement activity	A, I
Experience working with CRM systems in a higher education or not-for-profit environment	A, I
Experience contributing to improvements in administrative processes, systems, or workflows	A, I
Experience of writing compelling copy for external audiences, such as in emails, newsletters or reports.	A, I
Essential Criteria 3 – Knowledge	
Understanding of database/CRM systems and their role in supporting stakeholder engagement and operational delivery	A, I
Understanding of administrative processes required to support events, finance, and stakeholder activity	A, I
Awareness of data accuracy, record-keeping, and basic data protection principles	A, I
Desirable Criteria 3 - Knowledge	
Knowledge of alumni relations, fundraising, or external engagement activities within a higher education or charity context	A, I
Awareness of data governance and GDPR requirements in relation to stakeholder data	A, I
Essential Criteria 4 - Skills	
Highly organised with strong attention to detail and the ability to manage multiple priorities effectively Strong administrative and coordination skills, with the ability to manage processes and tasks to a high standard	A, I
Good interpersonal skills, with the ability to work effectively with a range of stakeholders	A, I
Effective communication skills, both written and verbal	A, I
Ability to work proactively and independently, as well as collaboratively within a team environment	A, I
Desirable Criteria 4 - Skills	

Ability to identify opportunities to improve systems, processes, or ways of working	A, I
Strong problem-solving skills, with the ability to respond flexibly to changing priorities	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

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Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.