St Hilda's College
UNIVERSITY OF OXFORD

St Hilda's 2027 Telephone Campaign Caller

(The application process is managed by Buffalo, who are working with St Hilda's College on the telephone campaign.)

The deadline for applications is Friday 15 January 2027 at 5 pm.

Background and Caller Job Description

This is your chance to do something worthwhile for your College, earn money AND have fun chatting to St Hilda's alumnae!

We are looking for enthusiastic students to talk to alumnae over the telephone. Your job will be to talk about their memories of St Hilda's and your own experience of the College. You will introduce the different fundraising projects, talk about how they will benefit students academically and personally and ask for a donation towards these projects.

The campaign will take place from **Saturday 13th – Thursday 25th March 2027**.
Please note this is an in-person telethon, so all callers will work from the College. Successful applicants will require a laptop and mobile phone; however, we are able to provide College equipment where necessary.

This telethon will be in-person, meaning there will be a calling room set up at the College. All callers will be expected to attend the calling sessions at the College; there will not be an opportunity for callers to work from home. All callers are invited to move back into College accommodation before the telethon for this reason, with accommodation fees covered by the College during this period. Callers will also receive a free meal plan during this time.

Benefits

- Earn an excellent wage of £14.10 an hour (plus £1.70 per hour for holiday pay)
    - These rates are due to be reviewed on 1 January and therefore may increase
- Have the College to yourselves after a busy term
- Meals and accommodation costs covered by the College
- Access study areas around College

You will be trained comprehensively. You will learn about running a fundraising campaign from start to finish, as well as how to make the calls, negotiate, confirm the donation and build rapport. This is excellent work experience for almost any future career, providing a lot of transferable skills and a great talking point in your future career interviews.

Essential Qualities

Callers need to enjoy speaking to people and have an outgoing, pleasant and friendly manner as the calling should be enjoyable for both callers and those called. Reliability and self-confidence are important, as are tact and discretion; all personal information must be treated as confidential beyond the calling room. We are looking for:

- Excellent oral communication skills
- Engaging phone manner
- Organised with exceptional attention to detail
- Motivated to achieve personal and team goals
- Positive, resilient attitude and enthusiasm

Duties and Responsibilities

- Successfully complete caller training
- Arrive on time to all shifts with a positive attitude
- Update biographical information on those who are called
- Acquire renewed, increased and new donations to the College
- Record any alumnae queries and inform your supervisor of any unusual circumstances
- Complete all paperwork legibly and accurately
- Show courtesy and professionalism on and off the phone
- Follow all calling campaign policies and standards
- Maintain confidentiality of records and conversations
- For those who donate, you will record a short thank you video

Training will take place on **Saturday 13th & Sunday 14th March 2027** (9am - 4pm), and calling shifts will take place from Sunday 14th – Thursday 25th March 2027. Successful candidates will need to be able to attend the compulsory training.

Standard calling shifts take place between 5.45pm and 9pm on weeknight evenings, between 10am and 5pm on Saturdays, and between 1.45pm and 8pm on Sundays. There may also be some optional additional daytime sessions. Callers will be expected to attend a 15-minute briefing before each calling session, which has been factored into the session times above.

There will be 2 days off calling throughout the Telethon; these will be Thursday 18th and Tuesday 23rd March 2027.

You will be notified if you are shortlisted for an interview. Interviews will take place during the week commencing Monday 18th January via Teams and will last approximately 1 hour. Applicants will have the opportunity to pick the time slots which best suit them.

If we then wish to offer you a post, you will be informed within a week and offered a contract of employment to sign and return.