

## 2021 Somerville Telethon Student Caller Job Description

This is an exciting opportunity for you to help Somerville whilst earning money and building important skills valued by employers. We are seeking motivated self-starters with excellent listening skills who are at ease on the phone and can speak with a wide range of alumni.

The telethon builds Somerville's relationships with alumni and raises funds for the College. Alumni genuinely enjoy speaking with students and hearing about the College; this is especially true this year. They are given the opportunity both to decline and schedule calls; it is not 'cold calling'.

**Campaign Set Up:** Due to the pandemic, students will be calling from their place of residence and applications from students who are resident outside the UK will be considered. There is no requirement to be present in College during the calling period and accommodation costs for students who might otherwise be in College will not be covered.

**Job Duties:** Callers will use software to call assigned alumni to update them on the College, get alumni feedback on events/publications, answer queries (alumni enjoy hearing about College life from a student perspective) and ask alumni to make a gift of a pre-sent amount to the College. Callers must maintain a professional demeanor at all times and be exemplary ambassadors for Somerville.

**Caller Specification:** An ideal candidate will enjoy speaking with all types of people and will be self-motivated and reliable. Discretion is a requirement as all information must be treated as confidential. Prior experience is not a requirement. Applicants must be current students or recent graduates.

**Training:** Successful candidates will be given two full (paid) days of training on the calling process, including asking for donations and responding to alumni FAQs, and the software.

**Pay and Conditions:** Earn £9.90 per hour. There is also potential to earn a bonus for demonstrating exceptional professionalism throughout the calling period. Additional team incentives such as sweet treats and pizza will also be provided. As holiday may not be taken during the working period, any statutory holiday due to you will be paid at the end of the period at £9.90 per hour and will be calculated according to the actual number of hours you worked.

**Conditions of Employment:** Any offer of employment is subject to you having right to work in the UK and you will be required to present proof of this **before** any work is undertaken and before the summer vacation. If you are on a visa which restricts the number of hours you are able to work per week, please contact [human.resources@some.ox.ac.uk](mailto:human.resources@some.ox.ac.uk) to discuss your individual circumstances and eligibility for this work.

If selected, you will be given a casual worker contract which will need to be signed and returned. You will also need to provide a valid National Insurance number, bank account details and details of two emergency contacts.

**Application Process:** Applications are due by 9<sup>th</sup> June and phone interviews will be held the week of 14<sup>th</sup> June. The application should be submitted using the following Teams form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=G96VzPWXk0-Ouv5ouFLPkW1sCIABgM1Bo0wfpsjFdXZUNUdGVzZNWDNSOFNRM0tKTjc1N1BYNDazQSQIQCN0PWcu>.

**Dates:** The telethon will be held from 17<sup>th</sup> September to 3<sup>rd</sup> October (inclusive of training days). Callers will be required to work during the paid training and every shift as outlined below. There are also likely to be additional optional paid shifts calling to alumni overseas.

**You must be available to attend all training dates and calling shifts.**

**Dates of Training:** 17<sup>th</sup> and 18<sup>th</sup> and 19<sup>th</sup> September

**Calling Dates/Times:** Monday – Thursday 18:00-21:30 (15 minute paid break). Fridays off. Saturday 10:00-15:00 (30 minute paid meal break). Sunday 13:00-20:00 (60 minute unpaid meal break).