**JOB TITLE:** ALUMNI RELATIONS COORDINATOR: UK, AUSTRALASIA & ALUMNI SPECIAL INTEREST GROUPS

**REPORTS TO:** HEAD OF ALUMNI RELATIONS

**Background**

The Alumni & External Engagement Team is the primary external-facing department within Cambridge Judge Business School (CJBS). The department includes Alumni Relations, Events, Development, Stewardship, and Communications, and acts as the public face of the School, combining the provision of good external relations with fundraising activities.

**The Role**

The role holder is responsible, amongst other duties, for liaising with key alumni volunteers. They will proactively work within the Alumni & External Engagement Team to build affinity and deliver services to Cambridge Judge Business School students and alumni, as well as external stakeholders within the region they represent. The role holder will work with colleagues from across the School, including academics and programme teams, to maintain a joined-up School-wide approach to alumni engagement.

The role exists to ensure students and alumni are well connected to and educated about the alumni network, and that relationships with key alumni volunteers within their region of responsibility are maintained. Thereby strengthening the global CJBS community of advocates and ambassadors to aid the School in all areas, including fundraising, profile raising and student recruitment.

**Main responsibilities**

**Alumni engagement strategy and management in UK, Australasia and for global Alumni Special Interest Groups**

- Lead to the development of strategy and procedure for recognising and establishing new Cambridge Judge Alumni Groups in the region.
- Draw on research to review and refine support services and tools for Alumni Groups.
- Implement enhanced services for Alumni Groups.
- Maintain up to date management matrix of all School Alumni groups in the region.

**Alumni groups services in UK, Australasia and for global Alumni Special Interest Groups**

- Devise, create and deliver both offline and online services for CJBS Alumni Groups in the region.
• Manage day to day contact and services, whilst fostering stronger relationships with key CJBS Alumni Groups in the region. This will involve travelling overseas to at least two groups per year.

• Liaise with Cambridge University Development and Alumni Relations (CUDAR) to ensure effective provision of services is kept in line with other types of groups at both College and University level.

• Provide appropriate responses to a varied range of enquiries from Alumni and Group members by email, phone, mail and in person.

• Tactfully and diplomatically recognise and quickly resolve potential issues relating to disputes or volunteers misusing their position.

**Volunteer management in UK, Australasia and for global Alumni Special Interest Groups**

• Support all volunteers regardless of activity, working closely with the Head of Alumni Relations and Programme teams to enable good volunteer engagement and stewardship.

• Ensure student engagement within the region is monitored and supported where appropriate.

• Keep Dynamics Volunteer Participation entity up-to-date for volunteers within the relevant regions, working with the Database Administrator and Programme staff.

**Alumni relations communications in UK, Australasia and for global Alumni Special Interest Groups**

• Manage and create regional activity promotion via the website, social media and e-mails.

• Liaise with the Head of Alumni Relations and Head of Data & Advancement Communication to ensure they are timetabled in accordance with the wider Alumni Relations & External Engagement communications plan.

**Support international alumni activity in UK, Australasia and for global Alumni Special Interest Groups**

• Liaise with the Head of Alumni Relations, Faculty members and professional staff to ensure to connect them to local Groups or alumni when travelling overseas.

• Work with the Head of Data & Advancement Communication to ensure appropriate communications are sent out.

**Volunteer administration**

• Proactively engage with alumni in the relevant region to encourage volunteer participation.

• Record activity in Dynamics Volunteer Participation entity, ensuring up-to-date data for volunteers within the relevant region.

• Working with the Head of Data & Advancement Communication and programme staff provide accurate data to the Working with Alumni Forum.

• Work closely with the Alumni Council members from the region, ensuring that they have all the necessary tools and information when representing the School to alumni and wider stakeholders.

• Attend a minimum of one Alumni Council meeting per year, prepare the post meeting synopsis, but also represent the relevant region in discussions and report on areas relevant to your role as required.
Student to alumni engagement

- Ensure an annual programme of engagement is created and adhered to and work with programme teams to capitalise of student and alumni activity.
- Act as a point of contact with Special Interest Groups (SIGs) to ensure contact is made with student counterparts as requested, ensure that Alumni Global Special Interest Groups are connected to the student SIG’s and aid continuity across transitioning cohorts.

Alumni careers support

- Act as liaison between Alumni & External Engagement and the CJBS Careers team to support alumni engagement with student careers and access for alumni to career resources.
- Work with the Head of Alumni Relations to disseminate information and activity opportunities across the wider Alumni & External Engagement department and the global alumni community.
- Management of mentoring schemes does not sit within the scope of this role, however administrating on mentoring schemes maybe required.

Alumni events

- Assist in planning for all alumni events, including Reunion, Graduation, Volunteer Stewardship and CJBS Connects activity.
- Plan and execute events against the annual cycle of both the academic year and the alumni calendar.
- Project manage the CJBS Connects activity within these regions, as well as playing an integral role with the wider global CJBS Connects activity in this flagship programme.
- Plan and co-ordinate travel, meetings and events for the Head of Alumni Relations when they are within region. Attendance at both UK and international events in a front facing role is expected.

Alumni & External Engagement communications administration

- Support the delivery of a departmental communications plan that incorporates the wider efforts of the Alumni & External Engagement Team under the direction of the Head of Data & Advancement Communications. Whilst small in number, these responsibilities represent 50 per cent of the incumbents workload.
- Specific focus areas:
  - Work in partnership with the Head of Data and Advancement Communications on pipeline planning and associated content to support Alumni & External Engagement (A&EE) digital communications.
  - Undertake research and development and associated outreach to support digital communication where the audience is the entire alumni community and/or stewardship community.
  - Play an active role in the identification and facilitation of news stories to support the A&EE pipeline.
  - Undertake project work to support the activities of the Data and Communications team and wider A&EE Team.
General Alumni Relations Team support

- Assist with day to day email and social media communications.
- Respond to all alumni enquiries that initiate within the relevant region, including confirmation of study requests, introductions to internal stakeholders, broker introductions between alumni and handle those originating from students.
- Carry out discrete projects on behalf of the Director of Alumni and External Engagement as required.
- Work collaboratively with colleagues in the Alumni team and wider Alumni & External Engagement team to ensure that engagement activities are supported at all times including covering traditional duties not specified here, when required.
- Use reasoned judgement and common sense in carrying out all duties, the role requires a high level of discretion, tact, initiative, independence of action as well as the ability/willingness to make decisions on non-routine matters, but mindful of the need to refer.
- The role requires the ability to remain calm under pressure and to be able to assess the many competing priorities in an often extremely busy environment.
- Any other tasks that fall within the remit of the post.

The person

The ideal candidate should have the following qualities, skills, and attributes. You are asked to provide specific examples of how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form:

- Significant relevant experience of alumni, student or membership relations.
- An understanding and affinity for event management principles.
- An understanding of the Higher Education environment.
- Experience of organising and attending events in a front facing role.
- An understanding of GDPR legislation.
- Patience with a pleasant and helpful manner.
- Excellent written and oral communication skills.
- Highly competent in standard software packages, e.g. Word, Excel, Access and Outlook.
- Knowledge of communication principles.
- Knowledge of database and information management.
- Accuracy and attention to detail.
- Excellent organisational skills.
- Good time management and ability to prioritise a diverse and changing workload.
- Excellent communication skills and an ability to adapt communication style depending on audience and situation.
- Evidence of team working skills.
- Highly developed customer care skills and the ability to deal with a wide range of people from different backgrounds.
• Ability to use tact, discretion and diplomacy.
• A broad understanding of University procedures.
• An understanding of how Cambridge Judge Business School fits into the overall structure of the University.
• Experienced administrator.
• Willingness on limited occasions to work outside standard hours and in different locations.

Benefits

This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £29,176 - £34,804 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools, and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services, and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the “Apply online” button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 04 October 2020.

Fixed term: The funds for this post are available for one year in the first instance.

Applications are welcome from internal candidates who would like to apply for the role on the basis of a secondment from their current role in the University.
Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

**Equality of opportunity at the University**

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall's Workplace Equality Index 2013.

**Information if you have a disability**

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact a member of Cambridge Judge Business School's HR team who are responsible for recruitment to this position by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.