

**JOB TITLE: ALUMNI RELATIONS COORDINATOR: REGIONAL EUROPE & AFRICA
(FIXED TERM, PART TIME)**

REPORTS TO: HEAD OF ALUMNI RELATIONS

Background

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

The role holder is responsible, amongst other duties, for liaising with key alumni volunteers. They will proactively work with the Alumni and External Engagement Team to build affinity and deliver services to Cambridge Judge Business School's 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

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, strengthening the global CJBS community of advocates and ambassadors.

Main responsibilities

Manage alumni groups in Europe and Africa

- Act as the main point of contact for all alumni groups within these regions. Organise and facilitate new groups, help identify strategic areas for alumni engagement, maintain support for existing groups. This includes visits to at least two groups a year to deepen relationships with key individuals as well as developing new relationships.
- Help set up a social media presence when required and maintain engagement with group contacts and members through these channels. In collaboration with other Alumni Relations Coordinators create, maintain, and review all group resources.

Volunteer management in Europe and Africa

- Through your relationship management and the local network, identify and support all volunteers regardless of activity. Work closely with the Head of Alumni relations and programme teams to

enable good volunteer engagement, tracking and stewardship. Ensure student engagement within the region is monitored and supported where appropriate.

- Engage proactively 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.
- Work with the Head of Data & Advancement Communication and programme staff to 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 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.

Alumni relations communications in Europe and Africa

- Disseminate regional activity via the website, social media, and emails.
- Compile all relevant copy, images and other information to create all communications conforming to style guide and compliance regulations. Liaise with the Head of Alumni Relations and the Head of Data & Advancement Communication to ensure they are timetabled in accordance with the wider Alumni Relations and External Engagement communications plan.

Support international alumni activity in Europe and Africa

- Liaise with the Head of Alumni Relations and faculty members to ensure to connect them to local groups or alumni when travelling overseas.
- Ensure content for publicity and marketing of activity is accurate.
- Gather data on the local community and brief the Head of Alumni Relations or faculty member prior to travelling on the nature of the activity as well as the relationships held with the local community.
- Ensure that all travel plans are communicated appropriately to the local volunteers.
- Project manage the CJBS Connects worldwide activity within these regions. Ensure that all strategic communities are engaged with the CJBS Connects programme.

Stewardship team support

- Support the Head of Stewardship with tailored engagement plans for key stakeholders to engage with the Business School in a more meaningful way based on their individual stewardship/engagement plans.
- Assist with personalised communication for VIP's.
- Administrative support for managing the CJBS Advisory Board and other governance/advisory Boards (when necessary).
- Support to draft donor reports reporting on the impact of their gift (when necessary). These reports are drafted using Adobe InDesign.
- Support to manage the Honorary Appointment renewal process.

Alumni events

- Assist in planning for all alumni events, including Reunion, Graduation, Volunteer Stewardship and CJBS Connects activity.
- 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.

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 Head of Alumni and External Engagement as required.
- Work collaboratively with colleagues in the Alumni team and wider Alumni and 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 demonstrate how your own experience meets these requirements in the 'suitability for the role' section of the online application form:

- Relevant degree (or equivalent) or appropriate job experience ideally in a customer facing role.
- Highly literate.
- HND/HNC, Level 4/5 vocational qualifications or equivalent level of practical experience.
- Experienced administrator.
- High attention to detail.
- Good initiative and creative thinking skills.
- Good team player, with flexibility, determination and creativity and capable of fitting into a small, hard working team.
- Good people management skills.
- Excellent networking skills, at all levels.
- Willingness on limited occasions to work outside standard hours and in different locations.
- Patience with a pleasant and helpful manner.
- Highly competent in standard software packages, e.g. Word, Excel, Access and Outlook.

- Knowledge of communication principles.
- Knowledge of database and information management.
- 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.
- 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.

Benefits

This is a part-time position working 22 hours per week. There will be a three-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays for full time equivalent role. The salary will be in the range £29,176-£34,804 per annum for full time equivalent role.

This is a fixed term maternity leave cover post for one year or until the return of the post holder, whichever is earlier.

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 26 April 2021. Interviews will take place on 30 April 2021.

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, on (01223) 768497 or 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.