

JOB TITLE: ALUMNI RELATIONS COORDINATOR [FIXED TERM]

REPORTS TO: HEAD OF ALUMNI RELATIONS

Background

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

The role

The Alumni Relation Coordinators are responsible for liaising with key alumni volunteers and proactively works within the Alumni & External Engagement Team to build affinity and deliver services to our students and alumni, as well as a range of external stakeholders. The role holder will work closely with colleagues across Cambridge Judge, including academics and programme teams, to maintain a joined-up Business School-wide approach to alumni engagement.

Main responsibilities

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 are maintained. Thereby strengthening the global CJBS community of advocates and ambassadors to aid the Business School in all areas, including fundraising, profile raising and student recruitment.

Alumni engagement strategy and management

- Lead the development of strategy and procedure for recognising and establishing new Cambridge Judge alumni groups across the globe.
- Draw on research to review and refine support services and tools for alumni groups.
- Implement enhanced services for alumni groups.
- Working closely with colleagues, maintaining an up-to-date management matrix and external publications of all CJBS alumni groups.

Alumni groups services

- Devise, create and deliver both offline and online services for CJBS alumni groups.
- Manage day-to-day contact and services, whilst fostering strong relationships with key CJBS alumni groups and other volunteers. This will involve travelling overseas to at least two groups per year.

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

- 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 is monitored and supported where appropriate.
- Keep Dynamics Volunteer Participation entity up-to-date for volunteers where appropriate, working with the Head of Advancement Data & Communications and programme staff.

Alumni relations communications

- Manage and create activity promotion via the website, social media and emails.
- Liaise with the Head of Alumni Relations and Head of Advancement Data & Communications to ensure they are timetabled in accordance with the wider Alumni Relations & External Engagement communications plan.

International alumni activity

- Liaise with the Head of Alumni Relations, Faculty members and professional staff to ensure they connect with regional groups or other key alumni when travelling overseas.
- Work with the Head of Advancement Data & Communications and the Head of Alumni Relations to ensure appropriate communications are sent out.

Volunteer administration

- Proactively engage with alumni to encourage volunteer participation.
- Record activity in the Dynamics Volunteer Participation entity, ensuring up-to-date data for volunteers.
- Working with the Head of Advancement Data & Communications and programme staff, provide accurate data to the Working with Alumni Forum.
- Work closely with the Alumni Council members, ensuring that they have all the necessary tools and information when representing the Business 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 Alumni Relations Team 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 on 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 team and the global alumni community.
- Provide administrative support to the mentoring schemes as required.

Alumni events

- Assist in the planning of all alumni events, including Reunion, Graduation, Volunteer Stewardship and CJBS Connects activities.
- Plan and execute events against the annual cycle of both the academic year and the alumni calendar.
- Project manage the CJBS Connects activity within various regions, as well as playing an integral role in 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 a particular region. Attendance at both UK and international events in a front-facing role is expected.

General support

- Assist with day-to-day email and social media communications.
- Respond to all alumni enquiries, 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 wider Alumni & External Engagement team to ensure that engagement activities are supported at all times, including covering additional duties not specified here, when required.

The person

The ideal candidate should have the following qualities, skills, and attributes. You are asked to provide a CV and a cover letter demonstrating how your own experience meets these requirements:

- Significant relevant experience in alumni, student, volunteer, or membership relations.
- Experience in event planning and management, and attending in a front-facing capacity.

- An understanding of higher education environments and the procedures and policies which govern them. An understanding of how CJBS sits within the structure of the University of Cambridge would be advantageous.
- An understanding of GDPR legislation, and the ability to use tact, discretion and diplomacy at all times.
- A diplomatic nature, with a pleasant and helpful manner.
- Highly competent in standard software packages, eg Word, Excel, Access and Outlook.
- Knowledge of communication principles.
- Knowledge of database and information management.
- Strong administrative skills, accuracy and attention to detail.
- Excellent organisational skills, good time management and the ability to prioritise a diverse and changing workload.
- Excellent written and oral communication skills, and an ability to build strong working relationships and adapt communication style depending on the audience and/or 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.
- Willingness on limited occasions to work outside standard hours and in different locations.
- Educated to degree level/Level 6 vocational qualification or equivalent level of practical experience.

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 of £30,502-£36,386 per annum.

This post is available for two years in the first instance.

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 16 April 2023.

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.

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.