Alumni Relations Program Coordinator, Educational & Cultural Engagement

POSITION DESCRIPTION

POSITION NUMBER 0053209

PROFESSIONAL CLASSIFICATION UOM 7 - $96,002 - $103,921 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 10%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Fixed Term until April 2022

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

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Please do not send your application to this contact
THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

ADVANCEMENT

http://advancement.unimelb.edu.au/

The Advancement Office aims to facilitate the establishment and maintenance of mutually beneficial relationships between the University and its alumni, friends and benefactors. It is responsible for the management of programs relating to alumni and benefactors, and provides services to and works collaboratively with faculties and other central administration areas.

University of Melbourne Advancement (UoMA) is responsible for the coordination and delivery of Believe: The Campaign for the University of Melbourne, www.campaign.unimelb.edu.au

The completion of the first phase goal of raising $500M for the Believe Campaign was publicly announced in March 2016 along with the intention to proceed with a second phase of the Campaign with revised goals of raising $1B and actively engaging with 100,000 alumni by the end of 2021. The Campaign is the largest initiative of its kind in the Asia-Pacific region.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.
The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE
Position Purpose:
The Alumni Relations (AR) Program Coordinators will be responsible for the delivery of programs that support the University’s alumni and stakeholder engagement objectives. Primarily this comprises working to continue strengthening relationships between the University and its alumni.

There are Program Coordinators across four program areas within the AR Share Service. The four program areas are:

- Careers and Mentoring
- Educational and Cultural Engagement
- Community and Volunteering
- Global Communities

The Program Coordinators work as part of a team. Collectively the Program areas form a Centre of Excellence in the Alumni Relations shared service. They are responsible for practice leadership and the development and implementation of programs prioritised by the University’s alumni relations strategy. The Coordinators will implement innovative alumni relations activities within the Advancement portfolio, utilising both face-to-face and digital elements as appropriate.

Depending on the area of alumni relations, the activities undertaken could include planning, running and assessing educational and cultural engagement programs, working with volunteer groups and alumni communities, developing and delivering careers and mentoring programs and supporting global community engagement activities. Contributing to communications, research and information gathering on alumni, as well as management of constituent data are core components of each of the four roles.

Each Program Coordinator reports to the relevant Program Lead. The Coordinators will liaise with Faculty clusters, the broader Advancement division and shared services teams in relation to alumni programming and will provide advice and guidance in relation to best practice in alumni programming to colleagues and internal stakeholders.
Reporting line: Karl Brown, AR Program Lead, Educational & Cultural Engagement
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

**Key Dimensions and Responsibilities:**

Task level: Moderate
Organisational knowledge: Significant
Judgement: Moderate

**Core Accountabilities:**

- Work in collaboration with the AR Program team to develop, organize, deliver and review large-scale pan-University alumni and stakeholder engagement programs, activities and events relevant to the program area or broader AR priorities.
- Liaise and work in collaboration with faculty clusters, Advancement and other shared services teams across the university to support and deliver programs and activities for specific alumni and stakeholder communities as part of the University’s alumni engagement strategy.
- Provide expert advice and quality support to key staff members of the University in respect of alumni relations, demonstrating expertise in the relevant program area.
- Ensure that information relevant to alumni and the programs they engage with is recorded, updated and shared as appropriate on the Advancement Office’s CRM to inform the University’s corporate relations, enterprise and philanthropic activities.
- In conjunction with the Program Lead, develop and implement an effective program review processes to support a strong culture of continuous improvement and to ensure best practices are shared across the AR Program team.
- Coordinate and implement engagement strategies & activities that connect alumni and friends to the university through rich intellectual and cultural content, working actively with colleagues in Faculties, Chancellery and in the NADs across the University. In conjunction with the Program Lead, the Coordinator will identify and deliver activities aligned with both Advancement and Advancing Melbourne key and emerging themes and priorities e.g. Indigenous Knowledge, Infectious Disease, Climate & Sustainability, Cultural Commons.

**Competencies required:**

**Education/Qualifications**

1. An appropriate tertiary qualification with substantial relevant work experience, ideally in a middle management position in education, or a complex customer service organisation involved in external relations or relationship marketing; or an equivalent combination of relevant experience and/or education/training as per the current Enterprise Agreement classifications.
Knowledge and skills:

2. Experience and expertise in the relevant program stream, including a sound understanding of best practice.

3. Experience in the delivery of alumni relations (or external relations) strategy and operational activities including events involving an international community.

4. Demonstrated program and project coordination experience including expertise in using insights and data to measure performance of programs.

5. An understanding of the principles of and current best practice in alumni relations and its relationship to fundraising, preferably in an education environment.

6. Demonstrated capacity to deliver programs and projects within time and budget.

7. Strong interpersonal skills with the capacity to operate effectively as part of a team.

8. Demonstrated experience in achieving goals and objectives in a collaborative manner across a large organisation.

9. Experience in managing complex relationships across a culturally diverse base of customers to effect positive outcomes and advance organisational objectives.

10. Evidence of superior written and verbal communication skills, including presentation skills.

11. Ability to prioritise between competing deadlines and assignments.

12. Close attention to detail and exceptionally high standards of accuracy of work.

13. A strong understanding of and demonstrated track record of working with complex CRM’s.

14. An understanding of the giving cycle.

15. Experience managing relationships in cross-cultural environments.

Other job-related information:

Flexibility required to attend occasional after-hours events. Some international travel may be required.

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check.

ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

GOVERNANCE

The Vice-Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance