## Position Description

**Head of Alumni and Stakeholder Relations, HASS**

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0052539</th>
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<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION</td>
<td>UOM 9 - $126,004- $131,097 per annum (pro rata for part-time)</td>
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<tr>
<td>STANDARD/SALARY</td>
<td></td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
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<tr>
<td>WORKING HOURS</td>
<td>Full Time (1 FTE)</td>
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<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
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<tr>
<td>HOW TO APPLY</td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, 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.</td>
</tr>
<tr>
<td>CONTACT FOR ENQUIRIES ONLY</td>
<td>Catrionadh Dobson</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cdobson@unimelb.edu.au">cdobson@unimelb.edu.au</a></td>
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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 Head of Alumni and Stakeholder Relations (ASR) HASS is a critical role within the Humanities Arts and Social Sciences (HASS) cluster. Reporting to the Director of Advancement (Business Partner) HASS, they will play an important leadership role in the delivery of effective and efficient Advancement strategy aligned to HASS priorities, and as part of the overall Advancement Strategy.

As a member of the HASS Advancement cluster leadership team, the incumbent will contribute to developing the HASS Advancement strategy and lead the prioritisation and implementation of the HASS Alumni and Stakeholder engagement program. They will also be expected to provide strategic input into the development of programs offered by the shared services that directly impact HASS faculty alumni and stakeholders.

The Head of ASR will oversee the co-ordination of service delivery of alumni and stakeholder engagement (HASS), as agreed annually based on resource availability in the cluster and shared services and in alignment with agreed HASS Advancement strategy.

The implementation of HASS engagement programs and activity will be supported through the shared services functions with responsibility for Alumni and Stakeholder Relations, Alumni and Donor Communications, Donor Relations and Operations.

The role is responsible for developing and managing effective working relationships with HASS faculty leadership and key individuals across Advancement and the University.

High-level relationship development and interpersonal skills, staff and volunteer management skills, the ability to prioritise tasks and to influence colleagues and stakeholders are critical to the effective delivery of this role. The role requires high levels of diplomacy, a high level of attention to detail, and a sound understanding of IT and other systems that support the management of stakeholder engagement programs, such as the alumni CRM and event management systems.

The Head of ASR HASS will be responsible for the management, performance, coaching and mentoring of the HASS Project Coordinator.

Reporting line: Director, Advancement (Business Partner) HASS
No. of direct reports: 1
No. of indirect reports: 0
Direct budget accountability: $300,000
Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Extensive

Core Accountabilities:

- Work with the Director of Advancement (Business Partner) HASS and the Deputy Director to develop, implement and manage the cluster’s strategies for external engagement including a targeted suite of activities and a program of events, alumni and donor programs that consider a university-wide lens.
- In collaboration with the HASS Advancement team and Advancement leadership, build and drive strategic engagement focussed on HASS faculty and associated University-wide priorities.
- With the HASS Project Coordinator, deliver a bespoke cluster and faculty engagement program of events, alumni and donor engagement programs that consider a university-wide lens, and stakeholder communications.
- With HASS leadership input, produce, implement and review annual operational plans, including meeting cyclical performance management and review processes, agreed income budgets and other operational targets for the cluster for any given performance period.
- Manage the budget expenditure related to alumni and stakeholder engagement activities across the cluster complying with the University’s financial procedures.
- Implement, oversee and evaluate the development and delivery of bespoke cluster alumni and stakeholder relations activities drawing on Advancement and other functional shared services.
- Work with the stakeholder engagement Centre of Expertise to develop and implement systems for measuring and reporting on engagement impact.
- Work with the HASS Business Partner and academic leadership to broker approved fundraising cases for support and other communications materials.
- Continue to harness new technology to enable Advancement staff to respond and plan strategically and effectively for improved outcomes.
- Manage the Project Coordinator and maximise their contribution to and coordination within the cluster and the broader Advancement team.
- Deliver a suite of programs and communications that support the achievement of Advancement strategies for the Faculties, ensuring that all programs are coordinated with existing programs within the University.

Competencies required:

Education/Qualifications

1. A post-graduate qualification in a relevant discipline with extensive experience in alumni relations, communications and/or event management, or an equivalent combination of relevant extensive experience and education/training.
Knowledge and skills:

2. Extensive experience in management, alumni relations practice, alumni relations program management and/or external stakeholder engagement and leading integrated advancement programs

3. Demonstrated ability to provide high level, effective leadership and direction to staff inside and outside direct line management and including working with executive and volunteer leaders.

4. Professional skills and knowledge of advancement in higher education ideally in Australia and an understanding of major international and national trends in advancement.

5. Proven ability in budget management and planning processes with excellent conceptual and analytical skills.

6. Outstanding interpersonal, oral and written communication skills, appropriate to dealing with stakeholders and supporters including donors, volunteers and friends of the University.

7. Experience working with volunteers to achieve identified outcomes and understanding of strategies to manage volunteers effectively.

8. High level skills in influencing, negotiating, motivating and communicating across a large complex organisation and the ability to manage relationships at a senior level.

Other job-related information:

Willingness to work non-standard hours and participate in out of hours events.

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