ALUMNI ENGAGEMENT MANAGER

DEPARTMENT/UNIT
External Relations Development and Alumni, Alumni Engagement

FACULTY/DIVISION
Office of the President and Vice-Chancellor

CLASSIFICATION
HEW Level 8

WORK LOCATION
Notting Hill

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The External Relations, Development and Alumni portfolio (ERDA) group works collaboratively across the University to initiate, grow and steward strong person to person relationships with key stakeholders that support Monash University’s research and education endeavours. This work delivers outcomes that significantly enhance the University’s profile and resources.

To fulfil our mission, ERDA oversees a range of activities including alumni relations, communications, fundraising, external engagement, donor programs, government relations and community engagement activities for the University, nationally and internationally. To learn more about us and the work we do, please visit our Monash University alumni website.

The Alumni Engagement team aims to drive improvement and create the conditions needed to ensure that Monash has the best alumni experiences of any Australian university that truly drive the co-creation of impact. With a vision to build deeper engagement with Monash alumni communities in Australia and around the world.

POSITION PURPOSE
The Alumni Engagement Manager works to deepen and broaden our engagement with our 360,000 alumni across the globe. This is achieved through the identification, development and delivery of programs, events and communications that provide mutual benefit to our alumni and the University.

The Alumni Engagement Manager is responsible for researching, identifying and building Monash University’s Alumni network harnessing alumni willingness to engage in priority programs. The Alumni Engagement Manager is expected to liaise across all areas to maximise involvement and minimise overlap with similar activities conducted across the University.

The Manager will work creatively and closely with ERDA, faculty and other staff (e.g. MUMA, MADA, Performing Arts, libraries, Sport, Marketing and Communications), and alumni groups globally to identify engagement opportunities, devise marketing plans, monitor take up and refine offerings over time. The Manager will employ
high level negotiation and analytical skills, problem solving skills and the ability to manage up to effect desired outcomes.

**Reporting Line:** The position reports to the Senior Manager, Alumni Engagement under broad direction with a degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision to up to three team members

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

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**KEY RESPONSIBILITIES**

1. Provide strategic support to senior management, planning and working groups in relation to the area of specialisation
2. Manage and co-ordinate the operation of a specialist area or function in accordance with University policies, procedures and strategic priorities
3. Provide specialist, expert advice and reports for senior management drawing on up-to-date theoretical knowledge and experience of relevant policy, legislation and best practice principles in area of specialisation or technical expertise
4. Manage and develop a highly-trained, motivated and efficient team with a strong customer focus
5. Co-ordinate and oversee a work environment of continuous review and improvement of business practices, operational processes and service provision
6. Undertake research, consultation, in-depth analysis, reviews and benchmarking to keep abreast of emerging issues, maintain knowledge currency and provide advice to support business decision-making
7. Develop high-quality documentation including papers, presentations, proposals, communications, briefings, policies and strategies for a variety of audiences, including senior management
8. Implement and oversee strategic programs and services, development and review of policy and procedure, and compliance and quality processes relevant to the area of specialisation
9. Develop and maintain strong partnerships and networks with other relevant business units, functional areas, internal and external stakeholders, including contributing to collaborative projects and cross-functional initiatives
10. Assist to identify, build and support Monash’s Global Leaders’ Network (GLN) in eight key priority locations across the world, with the aim to increase alumni engagement, to enhance the student experience, and to encourage a philanthropic support
11. Assist to develop and implement engagement plans for various alumni segments, markets and faculty groups, including liaising across all areas to maximise involvement and minimise overlap with similar activities conducted across the University, managing issues and minimising risks
12. Contribute to the ERDA team and its goals and to the development of a professional practice of alumni engagement at Monash University, includes assisting in the organisation of alumni network activities, presentation and sharing of best practice and active encouragement of participation by staff university-wide

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**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - Postgraduate qualifications ideally in marketing or business or progress towards postgraduate qualifications and extensive relevant experience; or
   - extensive marketing experience and/or management expertise; or
• an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Experience in the provision of expert, strategic advice, project management, reporting and consulting

3. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines

4. Experience in motivating and collaborating with key stakeholders to achieve strategic objectives

5. Excellent relationship management and consulting skills including the ability to undertake consultative processes, engage with senior management, influence and negotiate with a variety of stakeholders

6. Highly-developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions

7. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively communicate and present complex information

8. Advanced computer literacy, particularly with current business management software packages and their various application capabilities

9. Demonstrated ability to identify processes, tasks and resources required to achieve a goal; prioritise well, develop and implement systems and procedures to guide and track work progress and recognise barriers and find effective solutions

10. Proven ability to identify areas for improvement, demonstrate high level strategic analysis, attention to detail, research, planning and advisory skills, and proven experience in policy, guidelines and procedures development

OTHER JOB RELATED INFORMATION

• Travel to other campuses of the University may be required
• There may be a requirement to work additional hours from time to time
• There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.