SENIOR ALUMNI RELATIONS COORDINATOR

DEPARTMENT/UNIT Engagement and Marketing Services

FACULTY/DIVISION Faculty of Business and Economics

CLASSIFICATION HEW Level 7

WORK LOCATION Caulfield campus

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 Monash Business School is structured into seven discipline-based departments (Accounting, Banking and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing) along with the specialist Leadership and Executive Education unit and a number of research centres, units and groups in specialist areas such as behavioural economics, development economics, employment and work, finance, global business, and retail studies. To learn more about the Monash Business School, please visit our website, www.monash.edu/business.

To support the core operations and strategic priorities of the Monash Business School, administrative functions are divided into seven dedicated teams: Engagement and Marketing Services, Finance Services, Leadership and Executive Education Services, Operational Services, Performance and Quality Services, Research Services and Student and Education Services. Each team has areas of functional specialisation that are aligned with central functions in the co-delivery of services, fostering excellence in service delivery, and capitalising on strategic opportunities for growth and diversification in research and education.

The Engagement and Marketing Services group plays a critical role in supporting initiatives to enhance and extend the brand, prestige and reputation of Monash Business School and to develop meaningful and outcome focussed relationships with industry, government, prospective students, alumni and other professional communities. The Engagement and Marketing Services group includes the specialist areas of Communications, External Engagement, International Partnerships and Student Recruitment.

POSITION PURPOSE
The Senior Alumni Relations Coordinator provides a range of administrative services to facilitate the implementation of key alumni relations strategies, programs and initiatives aligned with the Monash Business
School and University’s strategic objectives. The Senior Alumni Relations Coordinator liaises with internal and external client groups, and works closely with internal partners such as External Relations, Development and Alumni (ERDA), to ensure alignment with the University’s wider alumni engagement strategy.

The Senior Alumni Relations Coordinator assists the Alumni Relations Manager in advising on new developments in alumni relations and developing and implementing strategies and communication plans for engagement with priority alumni segments. The position also provides support to projects and events and undertakes a variety of general administrative duties to meet the operational demands of the Alumni Relations team.

The Senior Alumni Relations Coordinator operates with excellence and expertise in process and judgement to provide sound and timely advice and support to staff and other stakeholders, including the provision of research methodologies and analysis to ensure continuous improvement.

**Reporting Line:** The position reports to the Alumni Relations Manager, under broad direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

### KEY RESPONSIBILITIES

1. Contribute to planning and operational committees to share knowledge and expertise in the area of functional or administrative specialisation
2. Co-ordinate and administer the delivery of a high quality program of services, systems or administrative processes in accordance with best practice and university policies, procedures and strategic priorities
3. Co-ordinate a work environment of continuous review and improvement by overseeing and reporting on process and service efficiency and implementing performance improvement measures
4. Undertake research, data analysis and management in areas of functional or service specialisation, including producing reports
5. Provide expert and authoritative advice, guidance and training as required in the areas of service, functional or administrative expertise
6. Implement and contribute knowledge and expertise towards a range of processes, such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
7. Build and sustain relationships with an extensive network of colleagues, clients and or suppliers to ensure efficiency of functional operation or service delivery

### KEY SELECTION CRITERIA

**Education/Qualifications**

1. The appointee will have:
   - A degree qualification in a relevant field with extensive relevant experience; or
   - extensive experience and management expertise in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Demonstrated experience in high-level program administration and service provision, including project management skills and a focus on customer service excellence
3. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines

4. Demonstrated relationship management and consulting skills, including the ability to interact with, negotiate with and gain co-operation from, internal and external stakeholders

5. Demonstrated analytical, research and problem solving skills and the ability to identify and recommend solutions to challenging issues

6. Highly developed interpersonal and communication skills with the ability to prepare professional documentation for various audiences and provide expert advice in areas of specialised or functional knowledge

7. Advanced computer literacy, particularly with current business management software packages and their various applications

8. Experience in a membership-based organisation and / or in administration of alumni relations and engagement

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University will be required
- National and international travel will 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
- A current satisfactory Working With Children Check and valid Driver’s licence are required
- The position involves some lifting of items (e.g. banners and exhibition materials) weighing up to approximately 10kgs

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.