POSITION DESCRIPTION

Position Title: Senior Alumni & Community Engagement Officer
Organisation Unit: Faculty of Engineering, Architecture and Information Technology
Position Number: 3032137
Type of Employment: Full-time, Continuing
Classification: HEW Level 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences,
sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11 billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Faculty of Engineering, Architecture and Information Technology (EAIT) has long, proud traditions of innovation and leadership across student education and research.

In just over a century, more than 27,000 Faculty graduates have gone on to use their UQ education to have significant impact on our state, our nation and across the world. We believe that lifelong success is fostered at UQ through great education – inspiring students to think differently, ask the difficult questions, be a positive disruptive influence, and fulfil every ounce of their potential.

Our research provides a rich and diverse flow of breakthrough technologies that are helping to improve communities around the world. From novel hydrogen storage and next generation polymers to biomedical engineering and mining safety, our research outcomes are solving problems for local and international communities, and our industry partners.

The Faculty recognises and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The Faculty strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

For more information about the Faculty, please visit: www.eait.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of Position

The Senior Alumni & Community Engagement Officer is a key staff member within the Advancement team and is responsible for the coordination and delivery of the Faculty’s alumni and community engagement program for its 29,000+ alumni and wider community. Serving as an ambassador for the Faculty, the role will primarily be focused on delivering meaningful engagement opportunities and programs for those who have, or could have, an interest in the activities of the Faculty, and to encourage their support in return.

With the University currently undergoing a significant fundraising campaign, this position will support, and deliver upon, the Faculty engagement strategies that will lead to future success in its wider objectives around alumni and community engagement and fundraising.

Duties

Duties and responsibilities include, but are not limited to:

Event and program management
- Project manage and deliver, as required, a number of simultaneous programs that engage alumni, donors and industry friends, and foster productive relationships for mutual benefit, including but not limited to the Faculty’s Meet a Mentor program.
- Provide input to the development of strategic and intentional opportunities and programs to engage alumni, industry and friends that foster mutually beneficial relationships between stakeholder groups, the Faculty and its Schools.
- Coordinate Faculty alumni, donor and community events – locally, nationally and internationally. This will involve close liaison with relevant Heads of Schools and Directors of Engagement.
- Oversee the work of the Events Officer (Marketing & Advancement) to ensure all alumni and community pre-event tasks are complete, events are promoted in a timely manner through appropriate through all relevant means, and data relating to event attendance is accurately recorded in Raiser’s Edge post event.
- Ensure the processing of philanthropic donations in a timely manner through the event management system, to ensure appropriate stewardship of gifts.
- Represent the Faculty and Schools at appropriate functions including support with Class Reunions; liaise with, and host if appropriate, alumni/friend volunteers, external presenters and guests.
- Along with the rest of the Advancement team, contribute to pre- and post-event communications to ensure strategic objectives for each event are met, opportunity for engagement is maximised and maximum impact is achieved.

Communications
- Coordinate the delivery of content for regular communications from the EAIT Faculty (e.g. Quarterly Alumni E-News, Ingenuity Alumni Magazine, Donor Impact Report and Social Media) to appropriate Advancement stakeholders.
- Work with the Communications Officer (Faculty Marketing team) to create regular content for these platforms, including articles, profiles, graphics and banners.
• Liaise with other departments within the Faculty and its Schools and Centre to source content and ensure a broad range of alumni, research and philanthropic stories are being represented.

• Ensure that alumni social media platforms are operating at a ‘best practice’ level in comparison to other Higher Education and philanthropic organisations.

• Coordinate communications as required related to other volunteering opportunities

• Liaise with EAIT marketing and communications staff to maintain assigned web page/s; this position is responsible for providing up-to-date content and ensuring any changes are made in a timely fashion.

• Maintain clear communication between the Faculty, its Schools, UQ Advancement and other key stakeholders, such as alumni volunteers, representatives from student and professional societies.

Alumni volunteering and philanthropy

• Manage a wide number of EAIT alumni volunteers to participate in comms, events, mentoring programs

• Prepare briefing materials and co-ordinate related events, including liaison with volunteers and take responsibility for further growth and development of assigned programs (e.g., Mentoring/affinity/Reunions/Alumni Ambassador Councils, etc.)

• Coordinate the alumni and industry volunteer mentoring program at the Faculty level

• Coordinate the Faculty’s participation in and content for annual mail and telephone appeal fundraising

• Coordinate the Faculty’s follow up actions from annual mail and telephone appeals.

• Undertake discovery meetings with alumni to assist with the identification of philanthropic prospects

Data management

• Manage and regularly update information on Raiser’s Edge as it relates to the Faculty’s alumni/friends

• Manage the recording of alumni/friend volunteer activity on Raiser’s Edge

Working hours

• Some event-related interstate and local travel may be required from time to time

• The Senior Alumni & Community Engagement Officer will be required to work after hours from time to time and may be required to work on weekends to support certain alumni activities (e.g. graduations, class reunion celebrations)
**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the **University’s Code of Conduct**
- requirements of the Queensland occupational health and safety (OH&S) legislation and related **OH&S responsibilities and procedures** developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University **sustainability responsibilities and procedures**
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related **responsibilities and procedures** developed by the University
- Provide support to the Deputy Director, Engagement and Philanthropy, as required, on philanthropic alumni giving programs.

**Organisational Relationships**

The position reports to the Deputy Director, Engagement and Philanthropy. The person will also work closely with a number of key internal stakeholders including (but not limited to): the Director, Faculty Advancement, the Executive Dean, the Associate Dean (External Engagement), the Faculty Executive Manager, Heads of School, Faculty Deputy Director (Development), School Engagement Officers and UQ Advancement staff. The person will also liaise closely with the Faculty’s Marketing & Communications staff for certain projects.
SELECTION CRITERIA

Essential

- A tertiary qualification with four (4) years relevant experience, or extensive work experience/specialist expertise in marketing, events management, public relations and/or communications, or an equivalent combination of relevant experience and/or education/training,
- Expert experience in event management and stakeholder communications and engagement,
- Demonstrated experience working successfully with a range of stakeholders from a variety of cultural backgrounds in a service delivery environment,
- Knowledge of the preparation and monitoring of budgets or the demonstrated ability to rapidly acquire such knowledge,
- Excellent interpersonal, verbal and written skills, including a demonstrated ability to engage at all levels with passion, clarity and precision with strong attention to detail,
- High level experience in how constituent databases, traditional media and new technologies can support and enhance engagement opportunities for, and with, alumni,
- Demonstrated emotional intelligence and maturity: commitment to contributing to a supportive, friendly and dynamic team environment, as well as encouraging and demonstrating collaboration to achieve results,
- Demonstrated ability to work autonomously and manage own workload under limited direction,
- Outstanding interpersonal skills, including the ability to communicate effectively, build relationships, handle sensitive information with sound judgment, and effectively communicate and negotiate with internal and external stakeholders at all levels,
- Proficiency in the use of a wide range of computer applications and databases (particularly Microsoft Excel and CRM systems).

Desirable

- Experience in a tertiary environment and alumni relations,
- Experience in producing content for online and printed publications.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.