POSITION DESCRIPTION

Position Title: Alumni Relations Officer
Organisation Unit: Faculty of Business, Economics & Law
Position Number: 3029384
Type of Employment: Fixed Term, 12 Months
Classification: HEW Level 6

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 (65). 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 $11billion+ (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 Business, Economics and Law (BEL) incorporates three schools – UQ Business School, the School of Economics and the TC Beirne School of Law – and two research centres – the Australian Institute for Business and Economics (AIBE) and the Centre for the Business and Economics of Health (CBEH).

With more than 450 staff and 12,000 enrolled students, including 5600 international students, the BEL Faculty is UQ’s largest.

The Faculty offers a wide range of undergraduate and postgraduate programs at the St Lucia campus. It also operates UQ Brisbane City, the University’s newest site in the heart of the Brisbane CBD. Home to students and professionals from select postgraduate programs and UQ Executive Education courses, UQ Brisbane City is a unique space where students, alumni, industry and government can create, connect and innovate.

The Faculty’s high-achieving students are taught by leaders in their fields, many of whom are renowned researchers and consultants to companies around the globe. Students can also connect with the Faculty’s award-winning Student Employability Team to increase their employability, access opportunities and manage their careers.

The Faculty boasts a global, tight-knit alumni network of more than 67,000. BEL alumni hold leadership positions in the private sector, in government and with not-for-profit organisations worldwide.

To learn more about the BEL Faculty, please visit https://bel.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at https://staff.uq.edu.au/information-and-services/human-resources.
DUTY STATEMENT

Primary Purpose of Position

The Alumni Relations Officer will support the BEL Faculty’s alumni and donor engagement strategy, through delivery of a range of high quality events, communications and projects. The role also provides support to alumni volunteers and is the first point of contact within the University for key stakeholders, providing excellent customer service.

Key Responsibilities

Key responsibilities include, but are not limited to:

Engagement

1. Under the broad direction of the Deputy Director, Advancement, and in line with the Faculty’s engagement strategy, manage and deliver BEL Faculty domestic and international alumni events and represent the Faculty and UQ at appropriate functions
2. Manage appropriate advertising and promotion of events through all communication channels, e.g. website, EDMs, social media etc.
3. Prepare a comprehensive checklist and budget report for each event, and ensure all documents and briefing material data relating to each event are appropriately circulated and recorded on the shared drive
4. Ensure that alumni data including event attendance, contact details, employment info etc. is accurately recorded on Raiser’s Edge
5. Liaise with UQ Advancement Office around events involving BEL alumni, ensuring appropriate involvement and representation from BEL Faculty
6. Liaise with the BEL marketing and communications team to provide up-to-date content (e.g. alumni profiles, bios, photos) for relevant channels and other information as needed for advancement marketing purposes
7. Provide support to assigned volunteer activities, including Alumni Ambassadors and volunteer programs (e.g. alumni mentoring)

General

1. Provide support for other areas of work within the Advancement team during times of peak activity if required
2. Ensure that the Faculty presents a relevant, consistent and integrated message and brand to stakeholders across all three Schools – external and internal – by adhering to Faculty and University policy and style guides
3. Any other duties as reasonably directed by your supervisor

Travel and out of hours work

Event-related interstate and international travel will be required from time to time. Due to the nature of work, there may be the requirement to work outside normal working hours, including weekends.
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

Organisational Relationships

The position reports to the Assistant Director, Advancement in the Faculty of Business, Economics & Law and has no direct reports.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to an undergraduate degree in marketing, events management or related field; or an equivalent combination of relevant experience and/or education/training.
- Highly effective organisational and planning skills including excellent attention to detail, accuracy, and good writing skills.
- Sound knowledge and understanding of advancement in a tertiary education environment.
- Demonstrated experience in events management, stakeholder engagement, alumni relations and/or donor stewardship in a high quality service delivery environment.
- Ability to interpret and apply policies and procedures.
- Excellent interpersonal skills including the ability to communicate effectively with clients by telephone, email and in person
- Experience in the use of a wide range of computer applications and databases.
- Ability to use initiative, prioritise own workload, solve problems and meet strict deadlines.

Desirable

- Experience using Raiser’s Edge donor and alumni database or similar.
- Experience using Cvent and Vision 6 for event and EDM management, or similar.

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 Recruitment Services (recruitment@uq.edu.au).