POSITION DESCRIPTION

Position Title: Alumni Support Officer
Organisation Unit: UQ Advancement – Alumni Relations & Engagement
Position Number: 1111047
Type of Employment: Full-time fixed term appointment for 12 months
Classification: HEW Level 4

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 rankings, 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 250,000-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

ADVANCEMENT AT THE UNIVERSITY OF QUEENSLAND

Throughout its history, The University of Queensland has benefited from the support of its alumni and friends to enhance funding, deliver world-class research and allow students to reach their full potential. The St Lucia campus rests on land gifted through the Mayne siblings and the School of Veterinary Science continues to use farmland at Pinjarra Hills, donated to the University in the early 1920s. The modern research-intensive University is supported by a partnership of significant philanthropy and leveraged grants from the government.

As UQ moves into its second century, the University is committed to solidifying its reputation as one of the world’s pre-eminent public research universities. This involves strengthening our brand, improving our links with alumni and partners and promoting a strong culture of giving to significantly grow the sustainable level of philanthropic support the University receives annually. In line with this commitment the University launched its first major comprehensive campaign, Not if, When – The Campaign to Create Change in 2017, with the target of raising $500 million for strategic priorities aimed at empowering student success, transforming teaching and learning, and driving discovery and impact. To learn more about UQ’s campaign visit https://giving.uq.edu.au.

Advancement at UQ works in partnership with academic and professional colleagues throughout the University to increase engagement and to establish enduring relationships with key constituents including alumni, community, friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor, Deputy Vice-Chancellor (External Engagement) and Pro-Vice-Chancellor (Advancement), UQ Advancement is investing in a high performing team to partner with UQ academia to deliver new sustainable levels of philanthropic support.

Within UQ Advancement there are three primary portfolios:

The Development and Philanthropy team leads UQ’s philanthropic engagement and fundraising efforts by heading fundraising programs and activities with individuals, trusts, foundations, private ancillary funds and corporations. The team fosters effective relationships with key stakeholders to promote UQ as a worthy destination for philanthropy.

The Alumni Relations and Engagement team provides leadership on alumni and community engagement, fostering mutually beneficial life-long relationships between UQ and its 250,000+ alumni (50% of whom are living in Queensland and nearly 35,000 alumni are from abroad) while enhancing the brand, and raising the profile of UQ globally. The team promotes stronger connections through a range of high impact events, programs and services, professional networking and volunteer opportunities including engaging philanthropically with the University through the Annual Fund. The Marketing and Communications team within the portfolio leads UQ-wide communication for fundraising and Alumni Relations and Engagement initiatives. This team also oversees the campus-wide donor relations program.
The Advancement Services team delivers data and gift services, manages the University’s customer relationship management system and manages the University’s philanthropic financial processes. The team also provides services in constituent research, prospect management and analytics/reporting.

UQ Advancement’s recently redefined values and strategic beliefs (below) guide day-to-day processes and behaviours, and will be reflected in all decisions and activities.

**UQ Advancement Values**
- We lead with excellence to achieve high quality results
- We aspire to have the highest level of integrity in all we do
- We do our best when working as a team
- We have a commitment to innovation and continuous improvement
- We create and celebrate a positive work culture

**UQ Advancement Strategic Beliefs**
We believe:
- Philanthropy plays an essential and growing role in UQ’s ability to transform lives through education and research
- High-quality, authentic and responsive relationship-building with key stakeholders is essential to achieving our goals
- That our alumni and donors deserve a transparent and accountable approach to data, reporting, gift administration, investment and stewardship
- That an adaptable approach strengthens our ability to be better colleagues and industry leaders
- That the strongest advancement team will consist of individuals with a commitment to UQ’s mission and a passion for our work.

Further information about UQ Advancement can be found at: www.alumni.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](http://www.uq.edu.au/current-staff/working-at-uq)

**Living in Brisbane**
Situated on the Brisbane River and with a population of 2 million, Brisbane is the capital city of Queensland and is the third largest city in Australia. It enjoys the luxury of a semi-tropical climate, an outdoor lifestyle and warm weather year-round. An hour-and-a-half flight from Sydney, Queensland is the tourist destination of choice for many Australians as it has easy access to the Great Barrier Reef, the Gold and Sunshine Coasts, Port Douglas and the Northern NSW beaches such as Byron Bay. It is also the gateway to the Great Australian Outback.

For further information see:

For further information on:
- Information about the University, State of Queensland, living in Brisbane and employment at the University is at the University’s web site [www.uq.edu.au](http://www.uq.edu.au)
• A comprehensive guide to family friendly work practices and services visit the Work and Family website at www.uq.edu.au/current-staff/?page=133455.
• Visa applications and working in Australia please visit www.immi.gov.au.

DUTY STATEMENT

Primary Purpose of Position

The Alumni Support Officer is a front facing reception role responsible for greeting incoming visitors and callers, providing administrative support, event assistance and client service, and is a central point of contact for alumni contacting the University.

Duties

Duties and responsibilities include, but are not limited to:

• Staff the alumni office reception and provide client service in person, on the telephone and by email to alumni, donors, friends and University staff.
• Data entry on the Raiser’s Edge database system.
• Provide support for the organisation of Australian and international alumni events, in particular manage registrations online, by telephone and in person; prepare name cards and other materials; provide client service and manage all data entry.
• Coordinate research and gather information on alumni for a variety of programs, in particular notable alumni for various recognition programs.
• Provide administrative and client service support to alumni volunteers and groups.
• Coordinate meetings and take minutes, manage calendar appointments, data entry, write correspondence and handle requests from alumni.
• Manage the annual calendar of engagement initiatives, track participation and assist with reporting.
• Other duties as may be required within the scope of the role. It is expected that on occasion the role may require work outside the usual span of hours.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

• 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 Manager, Alumni Engagement

**SELECTION CRITERIA**

*Essential*

- Qualifications and training equivalent to a Diploma in business administration, or relevant field; or an equivalent combination of relevant experience and/or education/training.

- Demonstrated experience in a front facing, client service role.

- Demonstrated skills in using tact, diplomacy and sensitivity in working with confidential information.

- Excellent interpersonal skills including the ability to communicate effectively with diverse client groups, both within the University and the broader community.

- High standard of communication skills, with the ability to convey ideas clearly and concisely, both verbally and in writing.

- High level organisational skills, with the ability to work effectively in a team environment, exercise initiative, manage multiple tasks simultaneously and to prioritise and work under pressure to meet competing deadlines.

- Experience in the use of a wide range of computer applications (word processing and data entry) in a network environment, along with experience in the use of client relationship management systems.

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](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, with working hours of 9am to 5pm to align with the opening hours of the Alumni Centre.

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