Position Description

Title: Alumni Mentoring Manager
HEW Level: 8

Faculty/Office: Deputy Vice Chancellor - Corporate Engagement & Advancement

Department/Team: Office of Advancement
Date: 31 July 2017

Position Purpose: To develop and implement a university-wide alumni mentoring program, connecting students and alumni with professional mentors, resulting in heightened employability for mentees and increased engagement with the University.

ORGANISATIONAL CONTEXT

The Office of the Deputy Vice-Chancellor (DVC), Corporate Engagement and Advancement supports the University’s teaching and research, by developing impactful partnerships and by engaging with potential students, alumni and other supporters. The portfolio includes:

• The Office of Advancement, responsible for all fundraising and alumni relations activities
• Group Marketing, responsible for promoting the University’s brand, reputation and achievements
• Corporate Engagement, responsible for developing partnerships with businesses, including the Macquarie Park Innovation District
• Future Students, responsible for promoting the University to potential students across Australia.

The role also requires working closely with the offices of the Pro Vice Chancellor (Students) and Pro Vice Chancellor (Teaching & Learning).

ORGANISATIONAL CHART

[Diagram of organisational chart]

Executive Director

Director, Development
Alumni Relations & Individual Giving Director
Advancement Services Manager

EA/Office Manager

Admin Officer
Alumni Mentoring Manager
Alumni Manager x 4
Annual Giving Manager
Community Fundraising Manager
Planned Giving Manager

Annual Giving Officer
Individual Giving Specialist

DVC – Corporate Engagement & Advancement/Alumni Mentoring Manager/V1
## KEY ACCOUNTABILITIES

- Design and implement a best-practice mentoring program to engage alumni and students with the University.
- Develop and implement multi channelled communication and marketing plans (including social media) to promote and generate interest in the program to key stakeholders and potential participants.
- Plan and oversee the implementation of key Program events and activities, including formal launch, to engage with stakeholders and ensure success of the Program.
- Design training for the mentors and mentees, develop the appropriate platform for training, and ensure training is provided.
- In consultation with key stakeholders, select and implement an appropriate technical solution to aid managing the program within the allocated budget.
- Evaluate and report on the return of investment of the Program, and implement improvements aligned with the Office of Advancement strategic plans.
- Identify, analyse and implement solutions aimed at mitigating and managing the risks and issues associated with the Program and communicate solutions to stakeholders.
- Respond to and resolve queries and complaints regarding the program and its activities.
- Manage and monitor the Alumni Mentoring Program budget, and ensure spending is within the allocated budget.
- Identify, develop and implement administrative systems, processes, procedures for the Program.
- Implement and manage the legal requirements of external mentors through partnership agreements.
- Supervise and coach student interns working on the Alumni Mentoring Program.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

## POSITION CONTEXT

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<tr>
<th>Reports to:</th>
<th>Alumni Relations &amp; Individual Giving Director</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Nil</td>
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| Key Direct Clients: | University Executive  
| | PVC Students  
| | PVC Teaching & Learning  
| | Alumni Relations team  
| | MQ alumni  
| | MQ students |
| Other Key Relationships: | Office of the DVC CEA  
| | Group Marketing  
| | CIO (provision of software advice and support) |
| Budget Accountability: | c. $20,000 per annum for events and marketing; plus one-off purchase of software solution (c.$20,000) |
| Role-specific Conditions: | Work hours may vary to accommodate attendance at work-related functions/events  
| | Criminal History Check |
| Scope and autonomy | Develops and modifies programs, processes, systems and University-wide impact |
| Problem solving | Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs |
### CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tbody>
<tr>
<td><strong>Planning &amp; Execution</strong>: Managing time and resources to complete tasks and achieve objectives</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others</td>
<td><strong>Creativity</strong>: Questioning the status quo and suggesting non-traditional or original ideas and solutions</td>
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<tr>
<td><strong>Communication</strong>: Effectively grasping and conveying ideas and concepts to others</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes</td>
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<tr>
<td><strong>Analysis and Judgement</strong>: Evaluating information and data to solve problems and make decisions</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<tr>
<td><strong>Influence and Persuasion</strong>: Gaining other people’s buy-in and engaging their support</td>
<td><strong>Assertiveness</strong>: Being willing to openly express ideas and opinions and explain these when questioned</td>
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<tr>
<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals</td>
<td><strong>Energy</strong>: Thriving on activity and willingly putting in additional effort when required</td>
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<tr>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts</td>
<td><strong>Empathy</strong>: Understanding the needs and motivations of a diverse group of stakeholders</td>
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**REQUIRED KNOWLEDGE**

Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Qualifications and/or experience in running successful professional development programs
- Qualifications or experience in project management
- Demonstrate an understanding of the essential components of successful mentoring - or similar leadership/professional development - programs
- A high level of digital competency including a sound understanding of online learning platforms and social media

**ACQUIRED KNOWLEDGE**

Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of University policies, systems, processes and procedures
- Knowledge of what other areas of the University do and how they interact with the faculties/offices
- Understanding of technical platforms for running large scale mentoring programs

**KEY EXPERIENCES**

Practical experiences and exposure to specific environments or activities related to successful performance.

- Practical experience in the development, implementation and running of formal mentoring programs/or similar leadership development programs
- Experience in managing and implementing change
- Strong experience with managing complex projects, working with minimal supervision, within tight timeframes and to budget
- Experience working within large and complex environments
- Some experience supervising and/or coordinating staff