External Engagement Coordinator

<table>
<thead>
<tr>
<th>Position Level</th>
<th>5/6 (Broadbanded)</th>
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<tbody>
<tr>
<td>Faculty/Division</td>
<td>UNSW Canberra (ADFA)</td>
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<td>Position Number</td>
<td>00083616</td>
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<td>Original document creation</td>
<td>15/02/2021</td>
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Position Summary

The position of External Engagement Coordinator, UNSW Canberra will align to the External Engagement portfolio in the areas of Events, Fundraising, Sponsorship and External Engagement.

The Position is embedded in UNSW Canberra and supports the delivery of external engagement activities locally and in a manner that most effectively supports the needs of the UNSW Canberra leadership team.

As a member of the External Engagement Team the External Engagement Coordinator will support the External Engagement Manager in driving team initiatives and will establish and maintain productive working relationships with Faculty and University colleagues, visitors and students and our external communities including alumni, donors, and industry partners.

The External Engagement Coordinator reports to the External Engagement Manager.
Accountabilities
Specific accountabilities for this role include:

At Level 5

- Act as a key point of contact for the faculty alumni portfolio and respond or action queries accordingly.
- Update and report on the Customer Relationship Management (CRM) system.
- Ensure accurate processing and administration, in line with Alumni and UNSW processes.
- Assist with annual reporting requirements i.e. ensure the maintenance of statistics for Group of Eight alumni benchmarking.
- Contribute to the development and implementation of internal systems and processes to ensure high quality services.
- Coordinate small scale events, both on and off campus as needed.
- Ensure all data is accurately captured and stakeholders have confidence in the integrity of the CRM database. Ensure filing, records and databases are accurately maintained.
- Liaise with appropriate stakeholders and contribute to the development, delivery and evaluation of relevant Faculty and Divisional projects and initiatives.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

At Level 6

In addition to level 5 above:

- In consultation with the External Engagement Manager, and after broad consultation with faculty stakeholders, support the development and implementation an external engagement strategy for the faculty. This will need to be consistent with the UNSW alumni strategy, as well as the faculty’s overall vision and goals.
- Provide high level administrative support to ensure all donors in the UNSW Canberra portfolio have complete cultivation and stewardship plans, contact reports and updated CRM records.
- Support the preparation of proposals, solicitation letters, and other cultivation materials and stewardship information for major gift prospects and donors.
- Ensure engagement activities are consistent with the UNSW alumni strategy, as well as the College’s overall vision and goals.
- Coordinate a program of engagement activities that build strategic and sustainable engagement with alumni, donors and other constituents.
- Provide strategic value to recruitment, research partnerships, and student activities by facilitating alumni involvement and engagement.
- Identify and implement improvements in systems and communication processes across the student to alumni transition.
- Contribute to the establishment, maintenance and improvement of systems and processes to ensure the efficient and effective operation of external engagement activities at UNSW Canberra.
Skills and Experience

At level 5

- A relevant qualification or an equivalent level of knowledge gained through any other combination of education, training and experience.
- Demonstrated success assisting with an engagement program and project delivery or equivalent.
- Prior experience working in a fast paced, customer focused environment.
- Demonstrated high level communication ability, including the ability to interact effectively and respectfully with people from differing backgrounds both on technical and non-technical levels.
- Excellent written and verbal communication skills and the proven ability to liaise effectively with both internal and external stakeholders.
- High-level organisational skills and proven ability to deal with multiple tasks, establish priorities and meet deadlines.
- Proven ability to work collaboratively with colleagues across multiple teams and areas.
- Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email, and demonstrated ability to learn and implement new systems.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

At Level 6

In addition to Level 5 skills and experience:

- Proven track record of coordinating alumni and strategic engagement programs and projects and demonstrated ability to influence and garner support and commitment for projects.
- Strong engagement and stakeholder management skills including highly developed written and verbal communication skills.
- Proven ability to work collaboratively and sensitively with colleagues across a range of teams whilst coordinating multiple priorities.
Progression criteria

Progression to a higher level within a broadbanded position is not automatic and requires support of the supervisor and approval by Senior Management.

The following is required before progression can be approved:

- The incumbent will be expected to have reached the top step of Level 5 prior to progression to Level 6; and
- The incumbent will be expected to have been at the top step of Level 5 for 12 months prior to progression to Level 6;
- Criteria for progression to Level 6 will be based on satisfactory performance of all responsibilities and behaviours at Level 5, and a demonstrated capacity and ability to take on the responsibilities and the behaviours of the position at Level 6; and
- Work at Level 6 is available and required by the work unit on an ongoing basis.

Pre-employment checks required for this position

- Qualification Check
- Criminal History Check
- Identification Check

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.