



## POSITION DESCRIPTION

University of Melbourne Advancement (UoMA)

### Alumni Relations Officer (Student Experience and Benefits)

POSITION NO	0042931
CLASSIFICATION	PCS 7
SALARY	\$85,189 – \$92,216 p.a. (pro-rata)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Part-time (0.6 FTE)
BASIS OF EMPLOYMENT	Fixed-term position available for until end of May 2018
OTHER BENEFITS	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
HOW TO APPLY	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Sarah Banks Tel +61 3 8344 1440 Email <a href="mailto:sarah.banks@unimelb.edu.au">sarah.banks@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## ***Position Summary***

The Alumni Relations Officer (Student Experience & Benefits) will be responsible for the delivery of programs that support the University's engagement objectives. Primarily this comprises working to continue strengthening relationships between the University, its students and alumni. The incumbent works as part of a team, and is jointly responsible for the implementation of the University's alumni relations strategy and implementation of alumni relations activities within the Advancement portfolio. The position will work closely with the Alumni Relations Managers (Student Experience and Benefits) in the development and implementation of Mentoring at Melbourne.

The role will coordinate and help develop careers related alumni programs and volunteers. It will also contribute to communications, research and information gathering on alumni, as well as database management, which are core components of the role.

The position reports to the Alumni Relations Manager (Student Experience and Benefits). Working within a small team, this position is responsible for developing and delivering programs and activities that focus on student engagement. The incumbent will collaborate with Faculties and central administration units to develop programs and provide advice and guidance on policy and alumni related operational matters.

### ***1. Key Responsibilities***

- ▶ As part of the Alumni Relations team, assist with the development and implementation of the University's alumni strategy, in the context of the Alumni Relations and Campaign goal to engage 100,000 alumni by 2021.
- ▶ Work in collaboration with Faculties, central administration units and other key stakeholders to support student and young alumni communities, as part of the University's alumni engagement strategy.
- ▶ Identify, develop and promote relevant career and alumni programing to young alumni and students.
- ▶ Coordinate the benefit offering for alumni and develop key messaging in line with the strategy to help promote the benefits program to our alumni community.
- ▶ With the support of the UoMA team, develop, organise and manage a program of focused alumni engagement activities, associated communications and benefits.
- ▶ Provide expert advice and quality support on key priority alumni projects alongside the AR Manager (Student Experience and Benefits) and, where suitable, take a lead role in delivering programs and projects relevant to the department.
- ▶ Ensure that intelligence on individual alumni and cohort prospective donor, benefactor and sponsor interests, linkages and networks and involvement with the University is recorded, updated and shared as appropriate on the Advancement Office's database to inform the University's corporate relations, enterprise and philanthropic activities.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

## **2. Selection Criteria**

### **2.1 ESSENTIAL**

- ▶ An appropriate tertiary qualification with substantial relevant work experience, ideally in a middle management position in education, or a complex customer service organisation involved in external relations or relationship marketing; or an equivalent combination of relevant experience and/or education/training.
- ▶ Experience in the delivery of external relations (or alumni relations) strategy and operational activities, preferably including alumni or student engagement events.
- ▶ An understanding of the principles of and current best practice in alumni relations and its relationship to fundraising, preferably in an education environment.
- ▶ Demonstrated capacity to deliver projects within time and budget.
- ▶ Strong interpersonal skills with the capacity to operate effectively as part of a team.
- ▶ Demonstrated experience in achieving goals and objectives in a collaborative manner across a large organization.
- ▶ Evidence of superior written and verbal communication skills, including presentation skills.
- ▶ Close attention to detail and exceptionally high standards of accuracy of work.
- ▶ A strong understanding of and demonstrated track record of working with complex CRM's.
- ▶ Experience managing relationships in cross-cultural environments.

### **2.2 DESIRABLE**

- ▶ Experience working within Alumni Relations within a university environment will be highly regarded.

## **3. Special Requirements**

- ▶ Flexibility will be required to attend occasional after hours events.

## **4. Job Complexity, Skills, Knowledge**

### **4.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The Alumni Relations Officer (Student Experience and Benefits) operates under broad direction from the Alumni Relations Manager (Student Experience and Benefits) with responsibility for delivering student, young alumni and benefits programs for Advancement.

The Officer will be responsible for coordinating programs as well as providing support in conjunction with the manager on a range of Advancement wide projects. This will involve data analysis, identification of affiliation factors and excellent interpersonal skills to leverage related University activities in a cross-functional manner.

### **4.2 PROBLEM SOLVING AND JUDGEMENT**

The incumbent must be able to conceptualise new approaches to complex problems, including creative solutions to such problems, based on analytically based evidence. The

Officer will be required to exercise discretion and judgement when dealing with key alumni and student volunteers. The Officer is also responsible for managing internal University relationships and exercises judgement about collaborative endeavours. The Officer also must acquit generic responsibilities including budgeting, planning and program evaluation to accord with compliance requirements, sound business practice and to a professional standard.

#### **4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The Alumni Relations Officer will have a sound understanding of external relations principles and practices in addition will be expected to quickly develop a sound understanding of the University of Melbourne's organisational structures. The incumbent will have a solid foundation of knowledge of the student to alumni journey.

#### **4.4 RESOURCE MANAGEMENT**

This position will contribute to the management of a budget for related alumni programs.

#### **4.5 BREADTH OF THE POSITION**

Frequently working with internal and external stakeholders, the incumbent will deliver outcomes which are cognisant of broader University aims and activities in the area of alumni relations and fundraising.

The role has a broad impact on the work and effectiveness of many areas of the University and a large number of the University's key stakeholders

### ***5. Equal Opportunity, Diversity and Inclusion***

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to service for excellence and reach the targets of Growing Esteem.

## **6. Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

## **7. Other Information**

### **7.1 ORGANISATION UNIT**

[www.unimelb.edu.au/advancement](http://www.unimelb.edu.au/advancement)

University of Melbourne Advancement (UoMA) aims to facilitate the establishment and maintenance of mutually beneficial relationships between the University and its alumni, friends and benefactors. It is responsible for the management of programs relating to alumni and benefactors, and provides services to and works collaboratively with faculties and other central administration areas.

The Advancement Office is responsible for the coordination and delivery of Believe: The Campaign for the University of Melbourne, [www.campaign.unimelb.edu.au](http://www.campaign.unimelb.edu.au). The first phase of the Campaign, anticipated to conclude at the end of 2017, reached its \$500million target two years early. In 2016, the University announced a new target of \$1 Billion in philanthropic funds raised by \$2021, along with a target of 100,000 alumni engaged.

### **7.2 THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

### **7.3 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025**

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.

<http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- ▶ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- ▶ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.
- ▶ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

## 7.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/governance>