



## POSITION DESCRIPTION

University of Melbourne Advancement (UoMA)

### Alumni Volunteer Officer (Mentoring)

<b>POSITION NO</b>	0045100
<b>CLASSIFICATION</b>	PSC 7
<b>SALARY</b>	\$88,171 – \$95,444 p.a.
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full time
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>HOW TO APPLY</b>	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.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Amy Holsman Tel +61 3 8344 3855 Email <a href="mailto:amy.holsman@unimelb.edu.au">amy.holsman@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 Volunteer Officer (Mentoring) will work as part of the Alumni and Stakeholder Relations 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 reports to the Alumni Relations Manager (Student Experience and Benefits) and is responsible for developing and delivering programs and activities that foster and strengthen relationships between students, alumni and the University. The incumbent will work with faculties and central administration units to identify and support opportunities for alumni volunteers to enhance student enrichment and employability outcomes. This includes the development of scalable university-wide mentoring initiatives which facilitate connections between students and alumni.

The position is also required to provide advice and guidance on alumni related operational matters in line with policy, including volunteer management.

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

- ▶ As part of the Alumni and Stakeholder 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.
- ▶ Manage the development and delivery of scalable student to alumni mentoring initiatives in partnership with the Student Success division, including the recruitment, induction and retention of alumni volunteers, program marketing, resource development, data management and program evaluation.
- ▶ Work in collaboration with academic divisions, central administration units and other key stakeholders to facilitate opportunities for alumni volunteers to enhance student enrichment and employability outcomes for students and recent graduates, as part of the University's alumni engagement strategy.
- ▶ Build strong working relationships and networks with alumni volunteers, students, Alumni Relations staff, key Faculty/Student enrichment staff and other stakeholders for the purposes of developing and delivering student-alumni programs and initiatives.
- ▶ Provide advice and quality support on key priority alumni projects alongside the AR Manager (Student Experience and Benefits) and, where suitable, take a role in delivering programs and other projects relevant to the department.
- ▶ Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback, working collaboratively with stakeholders to inform business improvements.
- ▶ Ensure that intelligence on individual alumni and prospective donors including linkages and volunteer 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**

- ▶ A relevant tertiary qualification with subsequent relevant experience in the field of career development or alumni relations or an equivalent combination of relevant experience and/or education/training.
- ▶ Demonstrated experience in working with volunteers and an understanding of volunteer management principles.
- ▶ An understanding of the principles of and current best practice in alumni relations and its relationship to fundraising, preferably in an education environment.
- ▶ Demonstrated experience in building relationships to achieve goals and objectives in a large organisation.
- ▶ Demonstrated capacity to develop and deliver innovative projects and programs within time and budget.
- ▶ Ability to work well in a team as well as work independently, demonstrating creativity, initiative and self-motivation.
- ▶ Evidence of superior written and verbal communication skills, including presentation skills.

### **2.2 DESIRABLE**

- ▶ Experience in alumni relations within a university environment
- ▶ Experience in developing and delivering mentoring programs, including the use of software management tools e.g. Chronus Mentoring Platform

## **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 Volunteer Officer (Mentoring) operates under direction from the Alumni Relations Manager (Student Experience and Benefits) with responsibility for delivering programs for Advancement. The incumbent will work closely with the Student Success division and Alumni Relations colleagues (including the Alumni Relations Manager, Advocacy and Recognition) to deliver key alumni initiatives and programs. In conjunction with the manager the incumbent will also support 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

volunteers and students. 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 professional standards.

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

The Officer will have a sound understanding of external relations or alumni relations principles and practices and, 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 and volunteer management principles.

#### **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 UNIVERSITY OF MELBOURNE ADVANCEMENT

<http://advancement.unimelb.edu.au/>

The Advancement Office 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.

University of Melbourne Advancement (UoMA) 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 completion of the first phase goal of raising \$500M for the Believe Campaign was publicly announced in March 2016 along with the intention to proceed with a second phase of the Campaign with revised goals of raising \$1B and actively engaging with 100,000 alumni by the end of 2021. The Campaign is the largest initiative of its kind in the Asia-Pacific region.

#### UoMA's Vision – Partnering for Impact

Advancement is a **catalyst** that leads to positive impact on the University, the city, the state, Australia and the world.

#### Mission

We do this in deep and genuine partnership with our generous alumni, supporters and academic colleagues.

To do this we will work in partnership with:

- ▶ **Academic and professional colleagues** to identify, curate, hone and present wonderful philanthropic and engagement opportunities that support our outstanding researchers, teachers and students and the spaces in which they live and work
- ▶ **Donors** to match and connect these opportunities to their passions
- ▶ **Alumni, friends and current students** to develop mutual and lifelong benefit by sharing skills, expertise and networks

#### Guiding Principles

- ▶ We are '**One Advancement**' working together towards collective goals
- ▶ We are driven both by **university strategies** and the opportunities presented by **our supporters' passions**

- ▶ We strive for outcomes through **strong partnerships that deliver impact** – both with university colleagues and with our community stakeholders
- ▶ We create opportunities for the university to come together with supporters to **make a difference in the world** and benefit the communities with whom we engage
- ▶ We build **enduring, purposeful relationships** that are stakeholder-centric and mutually-beneficial
- ▶ Our decision making and resource allocation are based on **expert knowledge, research insights and data**
- ▶ We recognise the impact of both **financial and non-financial contributions**
- ▶ We **operate sustainably** at both the organisational and personal levels

### Foundation Values

Our work will be guided at all times by our Values:

- ▶ **Integrity** – we are honest, trustworthy, understanding and sincere
- ▶ **Collaboration** – we are supportive of each other and work as a team toward improved collective outcomes
- ▶ **Innovation** – we prize creativity and act with courage to progress our objectives
- ▶ **Professionalism** – we are committed, focused, accountable, respectful and proud of the work we do

### Behaviours

We look to encourage the following behaviours across Advancement:

- ▶ **Prioritise** based on our strategic direction and purpose
- ▶ **Don't go it alone** – explore and exchange expertise, knowledge and institutional memory with colleagues across Advancement
- ▶ Be willing to **innovate and test new approaches**
- ▶ Support each other to **think, speak and act courageously** in pursuit of the best outcomes
- ▶ Be **responsive and decisive** taking both personal and collective **accountability**

## 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>