



POSITION DESCRIPTION

University of Melbourne Advancement
Faculty of Medicine, Dentistry and Health Sciences

Alumni Relations Officer

POSITION NO	0042791
CLASSIFICATION	PSC 6
SALARY	\$79,910 – \$86,499 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full time
BASIS OF EMPLOYMENT	Continuing position
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Kirsty Hopper Alumni Relations Manager, MDHS Tel +61 3 9035 4176 khooper@unimelb.edu.au <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

Position Summary

Reporting to the Alumni Relations Manager, the Alumni Relations Officer is responsible for the implementation of the Faculty's alumni engagement program aimed at increasing the depth and diversity of relationships with the Faculty's alumni and community as part of the Faculty's and the wider University's strategies for alumni relations.

Working as part of the MDHS Advancement Unit, and in particular working alongside the Communications and Events teams, the Alumni Relations Officer will assist in the delivery of a program of activities, including targeted events and communications that are aimed at engaging alumni and students. The incumbent will ensure success of the alumni engagement program, through ongoing data-driven research, accurate maintenance of database records and reporting and evaluation of the annual alumni engagement program.

As the Alumni Relations Officer, you will be required to liaise with staff throughout the University of Melbourne Advancement team, the Faculty's Marketing and Communications Unit, the Faculty's Schools and Departments and the Dean's Office. You will also be required to contribute to the University-wide Alumni Relations Network and provide support to relevant internal and external student and alumni groups as required.

To be successful in this role you will have tertiary qualifications with subsequent relevant experience in program delivery and event management, combined with a sound understanding of advancement and alumni relations principles in a tertiary sector context. You will also possess high level verbal and written communications skills, including a demonstrated ability to draft, proof, edit and curate targeted communications content and alumni profiles. Demonstrated experience in managing high quality events and activities is required.

1. Key Responsibilities

1.1 ALUMNI AND STUDENT PROGRAM AND COMMUNICATIONS

The Alumni Relations Officer has the following specific responsibilities:

- ▶ Deliver the Faculty's alumni engagement program to a high standard under the direction of the Alumni Relations Manager.
- ▶ Assist in the coordination of relevant alumni and student groups and programs, such as the Faculty's student ambassador programs.
- ▶ Be the main point of contact for alumni reunion organisers, and assist with the planning and delivery of a program of annual alumni reunions.
- ▶ Work with staff from the MDHS Advancement Unit, the Faculty's Marketing and Communications Unit, the Academic Support Office and Departments to ensure an integration of the alumni and community engagement program into other external-facing opportunities.
- ▶ Work with the Head of Alumni and Stakeholder Relations and the Alumni Relations Manager to identify, pilot and evaluate new alumni and student engagement opportunities.
- ▶ Ensure all appropriate engagement opportunities are advertised and promoted comprehensively, using all relevant means e.g. online, print, newsletters, social media, etc.
- ▶ Assist in the development, implementation and evaluation of the alumni relations program locally, nationally and internationally.

- Monitor and report regularly on the success of each alumni and student engagement program to ensure that strategic objectives are met, opportunity for engagement is maximized and maximum impact is achieved.
- Ensure that events and activities are delivered within set timelines, resources and follow all appropriate University protocols.
- Contribute to the collation, production and curation of alumni communications content.

1.2 ALUMNI RESEARCH AND CONNECTIONS

- Assist with the research of alumni for contribution to the alumni program and/or as prospects, coordinating detailed information from a variety of sources, maintaining information on the Advance database and producing alumni profile reports as required.
- Maintain and build relationships with engaged alumni, students and volunteers, taking a high-level services approach and stewarding alumni appropriately.
- Support the MDHS Advancement Unit in developing connections with the corporate, professional and government sectors when required.

1.3 RECORDS AND REPORTING

- Maintain clear and accessible profile and engagement records relating to all activities on Advance and on shared drives, ensuring that they are recorded appropriately and in a timely fashion.
- Using the database Advance and Orion, prepare reports relating to alumni statistics and event participation as and when required.

1.4 GENERAL

- Monitor incoming email through the Faculty alumni email inboxes and action accordingly.
- Actively participate in the University Alumni Relations Network
- Actively participate in team meetings and other forums as required.
- Identify and develop new administrative processes and systems to improve efficiencies in the Alumni Relations team.
- Provide support for other areas of work within the MDHS Advancement Unit during times of peak activity if required.
- Undertake the performance development review process for direct reports ensuring PDF objectives are linked to Faculty objectives.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

1.5 LIAISON

- Liaison with relevant Advancement and Faculty staff in order to identify needs and establish coordinated engagement activities.

1.6 REPORTING

- Prepare monthly internal reports, as required.
- Prepare reports (event briefing notes, post-event assessment, etc), as required.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ A tertiary qualification with subsequent relevant experience in program delivery and event management, combined with a sound understanding of alumni relations principles in a tertiary sector context.
- ▶ High level verbal and written communications skills, including a demonstrated ability to draft, proof, edit and curate targeted communications content and personal profiles.
- ▶ Demonstrated experience in managing programs aimed at engaging external stakeholders within designated timelines and budgets, including the recruitment and management of volunteers.
- ▶ High level interpersonal skills, including the ability to build relationships, handle sensitive information with sound judgement, and effectively communicate and negotiate with internal and external stakeholders at all levels.
- ▶ Well-developed organisational and planning skills, including the ability to use initiative, prioritise tasks in consultation with stakeholders, and meet strict deadlines.
- ▶ Demonstrated problem solving skills with the ability to deliver creative solutions.
- ▶ Demonstrated ability to work successfully in a service delivery environment with a flexible approach and adaptability to changing circumstances.
- ▶ High level IT skills and proficiency in a range of computer applications, including the Microsoft Office suite.

2.2 DESIRABLE

- ▶ Experience using the Advance database and IES event management module, DreamMail/Campaign Monitor and iModules' Encompass.

3. Special Requirements

- ▶ Preparedness to travel and to work outside normal office hours as required.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Alumni Relations Officer will operate under the general direction of the Alumni Relations Manager and is responsible for delivering a high quality alumni and student engagement program and maintaining relationships that are crucial to the Faculty's reputation.

In many circumstances, the incumbent will be required to work under direction from other staff in the Unit, and collaboratively with other staff in the Unit, Faculty and externally.

The incumbent will be responsible for his/her own time management and prioritisation of tasks to ensure that key responsibilities are met.

The incumbent will also be expected to monitor and report on project outcomes against plans, e.g. budget.

4.2 PROBLEM SOLVING AND JUDGEMENT

Well-developed problem solving skills and sound judgement are critical to this role given the impact of the work undertaken. These skills are equally essential to responding effectively to senior Faculty staff about progress against ongoing engagement plans and handling the unique demands of the Faculty's most significant supporters.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is required to develop an understanding of academic and administrative policies, in both the Faculty and University contexts. The occupant works closely with other members of the Advancement Unit and is required to develop strong working relationships with key staff in the Faculty and the central Advancement Unit.

The incumbent is also expected to contribute as a team member to the strategic planning processes, interpret and implement policy and carry out other duties as required. The position is required to represent the Faculty at a variety of functions and interact in a professional and informed manner with individuals from a broad range of stakeholder groups.

4.4 BREADTH OF THE POSITION

The Alumni Relations Officer role covers a range of activities to deliver high quality external engagement activities including ensuring successful event planning and execution of events, and provision of high quality professional services to all internal and external stakeholders.

The incumbent needs to be adept at interacting comfortably with a broad range of academic and professional staff in the Faculty and University, prominent members of the community, donors, donor prospects, alumni and external providers.

The activities and events managed by the Alumni Relations Officer have significant potential to influence and impact the Faculty's reputation amongst its alumni, donors and friends and are required to be aligned to the strategic priorities of the Faculty

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 strive 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/people/community/responsibilities-of-personnel>

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.mdhs.unimelb.edu.au

The MDHS Advancement Unit is part of University of Melbourne Advancement (UoMA). The incumbent will be physically located in the Advancement Unit office within the Faculty. The Advancement Unit within the Faculty of Medicine, Dentistry and Health Sciences works to promote the long-term success of the Faculty and the University by building mutually beneficial relationships. The Unit works actively and collaboratively with colleagues across the University, partner hospitals and research institutes, to enhance the teaching and learning, research and engagement strategies of the Faculty. The Advancement Unit aims to develop a culture of philanthropy throughout the Faculty and ultimately secure increased funding for research, academic leadership, student scholarship, teaching programs and major projects.

The Unit integrates all Faculty activities aimed at raising funds through donations and sponsorship, ensuring effective promotion of the Faculty and the University through positive engagement with benefactors, governments, industry, philanthropic trusts and foundations, alumni and the wider community.

7.2 BUDGET DIVISION

<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

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 always 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**

7.3 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>.

7.4 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.

7.5 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>