

## Candidate Information

<b>Position:</b>	Alumni Engagement Officer, Alumni Engagement and Philanthropy (AEP)
<b>School/Department:</b>	Alumni Engagement and Philanthropy
<b>Reference:</b>	24/112104
<b>Closing Date:</b>	Friday 16 August 2024
<b>Salary:</b>	£39,922 - £47,631 per annum
<b>Anticipated Interview Date:</b>	Friday 30 August 2024
<b>Duration:</b>	Permanent - Full Time

### JOB PURPOSE:

Reporting to the Alumni Engagement Manager, develop and implement alumni engagement programmes and initiatives that seek to foster lifelong relationships with the University. Work to enhance the University's local and global graduate networks and play a crucial part in supporting broader alumni engagement programmes.

### MAJOR DUTIES:

1. Responsibility for stewarding alumni engagement, developing an engagement strategy and programmes of activity, to ensure we create a vibrant network and community that can support their areas of interest and their links with Queen's.
2. Promote Queen's graduates and their links to the University.
3. Develop opportunities where the support of alumni would help achieve University objectives.
4. Support and promote alumni events, both online and in-person, including reunions, networking events, etc. Liaise with internal and external contacts to maximise alumni engagement opportunities, recording instances where they occur and building effective relationships with those involved.
5. Collaborate with University departments, academic units, and student organisations to integrate alumni involvement into various university activities ensuring alumni remain actively involved in the life of the University.
6. Identify alumni personal stories for inclusion in appropriate publications and/or websites, effectively collaborating with the Alumni Engagement and Philanthropy's Communications Manager to ensure engaging content.
7. Keep up to date with developments in the University and within the sector to ensure that the alumni engagement programme and plans maximise opportunities, follow best practice, and meet current needs effectively. Work with colleagues to communicate University developments and ambitions to alumni.
8. Carry out any other duties which are appropriate to the post as may be reasonably requested.
9. Work collaboratively with the Operations and Planning team within AEP to enable them to collect and analyse data on alumni engagement to inform future strategies and initiatives.
10. Provide excellent customer service to alumni, responding to enquiries and facilitating connections with university resources and services.

### ESSENTIAL CRITERIA:

1. A primary degree (in the absence of a degree, consideration will be given to candidates with substantial relevant experience)
2. Significant experience in a relevant role (e.g. marketing, client engagement or stewardship).
3. Experience of working with, and influencing, senior management.
4. Experience of working with relational databases and creating content for websites.
5. Evidence of substantial experience of client management or similar relevant experience.
6. Excellent communication and presentational skills both oral and written.
7. Able to communicate with and relate to people at all levels both internally and externally.
8. Able to work under pressure and to meet key deadlines as part of a team.
9. Able to use excellent organisational ability to work independently as needed.
10. Willingness to work evenings, weekends etc as required.

**DESIRABLE CRITERIA:**

1. A formal qualification at undergraduate or postgraduate level.
2. Relevant experience at a senior level in recruiting, motivating, managing and stewarding client or corporate level relationships.
3. Construction of engagement strategies with relevant stakeholders.
4. Web authoring experience.
5. Good knowledge of current affairs with particular reference to the Higher Education sector.