

**MANAGER, ALUMNI RELATIONS  
POSITION DESCRIPTION**

<b>Position Title:</b>	Manager Alumni Relations	<b>Position Number:</b> 19238	<b>Faculty/Division:</b> Division of the Vice-Chancellor and President
<b>Classification:</b>	HEO8	<b>No. Direct Reports</b> 5 <b>&amp; Highest Classified Position:</b> HEO6	<b>School/Branch:</b> External Relations Portfolio
<b>FTE:</b> 1.0	<b>Reports to:</b> Director, Advancement	<b>Fixed</b> <input type="checkbox"/> <b>Continuing</b> <input checked="" type="checkbox"/>	<b>Discipline/Unit:</b> Advancement Office
<b>Position Summary:</b>	<p>The External Relations Portfolio comprises of two units i.e. Advancement Office and Partnership and Corporate Relations Office. The Branch has been created to develop and foster partnerships and links with business, government, donors, alumni and the community and to optimise the effectiveness and efficiency of engagement activities, including communications, within one portfolio.</p> <p>The Manager, Alumni Relations is responsible for the promotion and delivery of existing and new alumni programs and fostering alumni relations that build and strengthen relationships between the University and its community to maximise alumni and donor interest in, and engagement with, the University.</p>		
<b>Position Characteristics:</b>	<b>Scope</b>	Receiving broad direction and working with a degree of autonomy, the Manager, Alumni Relations leads a small, specialist team in the delivery of alumni related programs, initiatives and events for the University.	
	<b>Significant internal/external relationships</b>	<ul style="list-style-type: none"> <li>• Director Advancement</li> <li>• External Relations Portfolio Directors and Managers</li> <li>• Vice-Chancellor, Deputy Vice-Chancellors, Vice-President and Executive Deans</li> <li>• Heads of Academic and Administrative Units</li> <li>• University Marketing and Communications</li> <li>• Alumni</li> <li>• Donors</li> <li>• External agencies, service providers and consultants</li> <li>• Other Australian universities, particularly those of the Group of 8</li> </ul>	
	<b>Special conditions</b>	<p>Work out of standard hours as required</p> <p>May be required to travel interstate</p> <p>Reasonable workplace adjustments will be made for people with a disability</p>	
	<b>Delegations</b>	HR and financial delegations as prescribed to the position.	

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<b>Key Responsibilities and Outcomes</b>	1	Strategy and Innovation	<ul style="list-style-type: none"> <li>▪ Support the Director, Advancement to develop and implement innovative alumni engagement programs that align with the University's strategic objectives.</li> <li>▪ Provide advice to the Director, Advancement, Faculty Executive Deans and senior management on all aspects of the University's Alumni Program.</li> <li>▪ Work collaboratively with the Executive Deans and Faculty based alumni relations plans, including monitoring and evaluating the outcomes delivered.</li> <li>▪ Responsible for the development of strategic sponsorship proposals to assist alumni program initiatives (domestically and internationally).</li> <li>▪ Work closely with the Communications team on alumni communications including publications, website and social media.</li> <li>▪ Manage the alumni events portfolio, as the Event Sponsor, that supports the plans and objectives of alumni relations.</li> </ul>
	2	Team leadership	<ul style="list-style-type: none"> <li>▪ Lead a team of Alumni Relations Officers to ensure initiatives at Faculty and School level are coordinated, appropriate to their needs and in keeping with the overall Alumni strategy.</li> <li>▪ Develop and foster a high performing team culture, model desired behaviours and implement relevant tools and performance frameworks (University Performance Excellence Framework)</li> <li>▪ Provide motivation and support to the Alumni team in order to maintain the quality of the teams results and effective partnerships with the Faculties and other relevant University stakeholders.</li> <li>▪ Partner with other key leaders within the External Relations Portfolio to provide input into strategy, policy and procedures relevant to the portfolio.</li> <li>▪ Ensure appropriate Learning and Development practices are in place to support the University's capability development needs and roster the achievement of individual development goals.</li> </ul>
	3	Alumni Program Delivery	<ul style="list-style-type: none"> <li>▪ Ensure new Alumni programs or projects are implemented successfully</li> <li>▪ Foster a service culture within the team ensuring the external and internal stakeholders needs are met.</li> <li>▪ Ensure collaboration with internal stakeholders to measure Alumni and engagement outcomes in line with the Group of Eight (Go8) best practices.</li> <li>▪ Foster an environment of effective communication between the Alumni Relations team and other senior key stakeholders in the University to ensure successful Alumni</li> </ul>

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			<p>outcomes and profile.</p> <ul style="list-style-type: none"> <li>▪ Collaborate with internal networks to ensure Alumni communication and publicity is coordinated and successful.</li> <li>▪ Encourage and support Faculties and Academics in undertaking events and communications that promote good alumni relations</li> <li>▪ Identify gaps in partnering relationships with alumni and ensure that these are addressed.</li> <li>▪ Represent the University externally as required, acting as a credible advocate for the University and the portfolio.</li> </ul>
	3	Financial Accountabilities	<ul style="list-style-type: none"> <li>▪ In consultation with the Director, Advancement develop the Alumni Relations budget and ensure appropriate resources for the University Alumni program and monitoring delivery of outcomes within budget requirements.</li> </ul>
<b>Criteria</b>	<b>Capabilities and Behaviours</b>	Achievement Drive	<ul style="list-style-type: none"> <li>• Sets targets to achieve results.</li> <li>• Motivates self and others to focused efforts to meet deadlines even in demanding timeframes.</li> </ul>
		Communication	<ul style="list-style-type: none"> <li>• Prepares and delivers confident and persuasive presentations.</li> <li>• Knows the audience, and identifies and uses this knowledge to build strategies to influence outcomes.</li> <li>• Negotiates agreement on complex issues.</li> </ul>
		Managing People	<ul style="list-style-type: none"> <li>• Empowers others by encouraging employee feedback and involvement in team decisions.</li> <li>• Provides support for solving problems and removes roadblocks for staff and timeframes.</li> <li>• Identifies talent and motivates and supports people to learn through coaching and mentoring.</li> <li>• Delegates effectively to help people increase their skill and level of responsibility.</li> </ul>
		Relationship Building	<ul style="list-style-type: none"> <li>• Focusses on establishing and maintaining productive relationships with key internal groups to ensure collaborative work practices.</li> <li>• Develops a broad network of useful contacts both inside and outside the University.</li> <li>• Actively fosters productive two-way flow of ideas</li> </ul>
		Service Focus	<ul style="list-style-type: none"> <li>• Establishes systems to gather feedback from clients about service and to identify areas for improvement.</li> <li>• Models high standards of service delivery to clients and stakeholders.</li> <li>• Develops strategic alliances with external groups to enhance the quality of service.</li> </ul>

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		<p>Teamwork</p>	<ul style="list-style-type: none"> <li>• Encourages all team members to participate and share their knowledge.</li> <li>• Sets strong example of being a team player.</li> <li>• Builds collaborative working relationships with internal and external stakeholders.</li> </ul>
	<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>▪ Demonstrated track record of managing Alumni Relations</li> <li>▪ A well-developed capacity for effectively managing relationships with a range of stakeholders</li> <li>▪ Demonstrated high level written, verbal and electronic communications skills capable of inspiring others, building trust and persuading them to commit to a cause</li> <li>▪ Demonstrated experience in building and driving cohesive teams toward successful outcomes</li> <li>▪ Demonstrated ability to manage and work effectively within a complex and changing environment</li> <li>▪ Demonstrated ability to deal with confidential and sensitive matters</li> <li>▪ Demonstrated experience in providing a high level of pro-active customer service to internal and external stakeholders</li> <li>▪ A sound understanding and success in community relations and exposure to volunteer relations.</li> <li>▪ Sound knowledge of the Australian Higher Education sector desirable</li> </ul>	
	<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>▪ Tertiary qualifications and extensive relevant experience</li> </ul>	
<p><b>Occupational Health, Safety and Welfare Requirements</b></p>		<ul style="list-style-type: none"> <li>• All Supervising staff are required to implement and maintain the University's OH&amp;S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.</li> </ul>	
<p><b>University Expectations</b></p>		<p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>• Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors;</li> <li>• Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions;</li> <li>• Perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>• Read, understand and comply with all University policies and procedures.</li> </ul>	
<p><b>Approvals:</b> Head of School / Branch Manager</p>	<p><b>Director Advancement</b> Name:</p>	<p><b>Director Human Resources</b> Name:</p>	

