

JOB DESCRIPTION

Job Title: Alumni Engagement & Events Officer

Department: Alumni Relations and Development Office

Reports to: Alumni Relations Manager

Purpose of role: The Alumni Engagement & Events Officer has an important role to play in maintaining and nurturing a strong relationship between the College and its alumni through curating a programme of engagement events, communications and projects aligned with the College's priorities. They are responsible for managing relationships with alumni volunteers and ensuring that alumni have ample opportunity to reconnect with and support the College community.

The Alumni Relations and Development Office

Trinity's Alumni Relations and Development Office (ARDO) engages with the College's 15,000 alumni through a range of events and initiatives. Trinity has raised over £50 million over the last nine years and in the pre-Covid era the office ran over 50 events per annum and plans to do so again. Among other projects, alumni contributed to undergraduate bursaries, graduate studentships, College access and outreach programmes, the Wren Library, First and Third Trinity Boat Club and the Choir.

The Alumni Events programme is long-standing with a number of well-loved and traditional events sitting happily side-by-side with an innovative programme of virtual and hybrid activities worldwide. Our Major Gifts programme is now in its ninth year, and the ARDO team comprises of the Executive Director, Deputy-Director, Alumni Relations Manager, two Major Gift Officers, an Annual Fund Officer, a Database Coordinator, a Publications Officer, Events Assistant and two Alumni Relations Administrators.

We are now recruiting for an Alumni Engagement & Events Officer who will be responsible for delivering a successful alumni engagement programme incorporating events, communications and bespoke projects. We are seeking an enthusiastic and innovative person with a flexible and positive attitude to join our friendly, busy office, which is the first point of call for College alumni and donors.

It is an exciting time to join Trinity which is planning its first major fundraising campaign to be launched in 2023 and this is an opportunity to be part of a dynamic office with great potential. In return for hard work and commitment to delivering results, we offer a friendly environment that is committed to supporting the development of staff in their professional careers at all stages. We enjoy our work and take pride in the contribution we are making to the future of a world-class institution.

Responsibilities:

Alumni Engagement

- Initiate, develop, and build effective long-term relationships for the benefit of the College with alumni and volunteers.
- Develop strategies and opportunities for engagement project to support students and young alumni make the transition from student life to the working world, including mentoring, networking, panel/masterclass events and bespoke communications.
- Take responsibility for being the point of contact between some of our Alumni Associations and the College, attending committee meetings, events and reporting back to the Alumni Relations Manager on progress.

Events

- Manage all aspects of a programme of engagement events throughout the year in Cambridge and beyond, working with the Alumni (Events) Assistant and Alumni Relations Manager to ensure events are of the highest standard and delivered on-time and on-budget.
- Provide regular reports on attendee numbers and trends to senior management in line with agreed KPIs, and identify areas of potential growth for our events programme.
- Maintain accurate records on the ARDO database (Raiser's Edge NXT), taking a sensitive approach to confidential material and operating under the requirements of data protection legislation and electronic marketing regulations.

Communications

- Ensure accurate and timely communications are sent regarding events and opportunities for alumni to engage with the College. This includes ensuring the website, social media and follow up communications are all planned appropriately.
- Work with the Publications & Communications Officer to coordinate marketing communications and identify areas of collaboration.

Strategic Planning

- Work with the ARDO senior management team, departmental and College staff to develop a programme of alumni engagement events and volunteering opportunities, particularly in relation to the forthcoming Campaign, and working in line with current College priorities.

Other duties

- Participate in and attend events for the College as required. Some of which will be outside normal office hours.
- Undertake other tasks within the team as required to help the Office achieve its goals.
- Adhere to all Trinity College policies in relation to the safe delivery of our programme.
- Participate in relevant meetings, contributing to strategy, discussions, and decisions regarding alumni engagement at Trinity.

- Any other duties that the Alumni Relations Manager or Executive Director of Alumni Relations and Development consider to be appropriate for this role.

Any reasonable changes to the duties and requirements in the job description, which may be necessary to meet the changing needs of the job, or to reflect the latest technology or best practice, will be discussed and agreed with you at regular reviews.

After 12 months in post, the successful candidate will be expected to have:

- Successfully delivered the 2022-23 calendar of Alumni events, providing opportunities for alumni to engage with all aspects of the College and contributing towards delivering on our KPIs for numbers of event attendees.
- Work with the Alumni Relations Manager and our Alumni Associations to launch bespoke mentoring programmes for Trinity alumni and students using Trinity Connect, our e-networking platform.
- Successfully have taken responsibility for some of the College's Alumni Associations.
- Developed confidence and competence at representing the College at events both in, and external to, Cambridge.
- Become a credible and respected member of the ARDO team and have developed positive relationships with College Fellows and Staff, and Development Colleagues in the University and other College teams.
- Demonstrated a flexible and 'can do' attitude in all elements of daily work.

This role will require occasional travel within the UK and some after-hours/weekend work.

PERSON SPECIFICATION

Essential Qualities and Experience	Stage of the recruitment process when criteria will be considered:		
	Shortlisting	Practical Exercise	Interview
Educated to degree level or equivalent.	x		x
Experience of delivering a range of different events on time and on budget, tailored to different audiences.	x	x	x
Experience of managing relationships with internal and external stakeholder groups.	x		x
Knowledge of the UK higher education system and the challenges it is currently facing, and a strong empathy with the aims and values of Trinity College.	x		x
The ability to think strategically about new opportunities to meet development goals and objectives.	x		x

A talent for reading verbal and non-verbal cues and adept in tailoring the tone and message in a manner that is appropriate to the audience.	x		x
Enthusiastic, motivated and target-driven.	x		x
Strong sense of professional integrity; honest and sincere approach to work.	x		x
Understanding of data protection and other relevant legislation and how it relates to fundraising.	x		x
Excellent interpersonal skills, with the ability to deal professionally with people from all backgrounds; establish internal and external networks and the resilience to deal with challenging personalities.	x		x
Excellent time management, tenacity, meticulous attention to detail and the ability to establish priorities and deliver to tight deadlines.	x	x	x
Ability to work on your own, often under pressure, with minimum supervision, but also as a member of a team. Willingness to help in all areas of a busy office when needed.	x		x
An excellent command of written and spoken English.	x	x	x
Experience of using the Raiser’s Edge, or a similar relationship management system, as well as Microsoft Office (Word, Outlook and Excel).	x	x	x
Desirable Qualities and Experience	Stage of the recruitment process when criteria will be considered:		
	Shortlisting	Practical Exercise	Interview
Experience of managing hybrid/virtual events and utilising technology to enhance an event.	x		x
Experience of managing volunteer groups and committees.	x		x
Experience of video/image editing software	x		x
Experience of working in a higher education environment.	x		x

EMPLOYMENT DETAILS

- Rate of Pay:** £30,000 to £34,000 plus benefits.
- Hours:** Full time 36.25 hours per week with an unpaid lunchbreak of $\frac{3}{4}$ of an hour. Additional attendance will be required on some evenings and weekends, particularly at events run and managed by ARDO.
- Holiday:** 25 working days plus eight public holidays.
- Probationary period** Six months.
- Meals:** Free lunch is provided for staff whose duties cover this period.
- Travel:** Though the position is office-based, some UK travel will be required. Travel expenses will be reimbursed according to the relevant internal policies.
- Pension scheme:** A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three months' service. All staff will become members unless they choose to opt out.
- Private Health Care:** The College provides free health care currently through membership with Aviva. Membership of a dental care scheme is also available. Staff can join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.
- Gym:** Membership of the College gym is available for a modest fee. Inductions are compulsory. Staff are usually able to participate in any exercise classes run for the benefit of the College community (payment is usually required).
- Sports & Social Club:** The Trinity College Staff Sports and Social Club, run by a committee of staff, offer regular outings to places of interest, and organises functions including a Christmas event.