

JOB DESCRIPTION

Vacancy reference:	SRF29128
Post Title:	Alumni Volunteering Officer (Maternity Cover)
Grade:	6
School/Department:	Alumni and Supporter Engagement Office
Reports to:	Head of Campaign & Supporter Engagement
Responsible for:	None

Purpose

The Alumni and Supporter Engagement (ASEO) department builds and manages relationships with a wide range of former students (alumni) and other supporters, and is tasked with raising significant levels of philanthropic support for the University's teaching, learning and research as well as engaging supporters to give their time in support of University initiatives.

Within ASEO, the Campaign and Supporter Engagement (CSE) team delivers a full suite of engagement activities nationally and internationally which include; communications, events, volunteering and alumni benefits to drive forward alumni and supporter engagement with the University and to garner support for IMAGINE the institutional Fundraising & Volunteering Campaign.

The Alumni Volunteering Officer works to deepen alumni engagement with the University, and deliver demonstrable institutional benefit, by facilitating opportunities for alumni to volunteer their time and expertise in areas that support the University's objectives.

The role will focus on developing and promoting an increased portfolio of volunteering opportunities with a clear link to organisational needs and reflecting alumni interests. The role will need to work with Schools and departments to define their volunteering opportunities, facilitate their engagement of new and existing volunteers and evaluate the ongoing benefit and impact of specific initiatives. The role will need to personally engage with alumni as well as champion volunteering through our communication channels,

Main duties and responsibilities

- Develop, document and champion the long term strategy to grow alumni volunteering opportunities in alignment with the strategic objectives of the Alumni Relations program, the Campaign and the University of Reading.
- Ensure that an annual volunteering plan is fully developed and delivered to the highest standards within the scope of available resources. Report regularly on progress towards strategic and annual objectives.
- Work proactively with Schools and departments to identify the most appropriate volunteering opportunities and facilitate their own administration and promotion of such schemes to their alumni
- Work with Schools, departments and the Careers Service to source alumni career profiles for use on the website and in publications.
- Work with the Careers Service to recruit and support alumni mentors to participate in the award winning Thrive Career Mentoring programme.
- Work with Schools, departments and the Careers Service to enable these areas to provide placement opportunities for students and work with others to identify opportunities for alumni to support current careers initiatives including offering careers advice, internships, guest lecturing etc.

- Recruit, coordinate and support lead volunteers in key overseas territories, particularly those who run International Alumni Groups.
- Maximise opportunities to promote the volunteering programme through the alumni communications programme; working with the Communications Officer to identify suitable channels and developing appropriate content. Work with other departments to promote the programme through their own channels and networks.
- Maintain a central calendar of volunteering activities and promotions available to colleagues and alumni, ensuring it is accessible and widely promoted
- Oversee effective and efficient tracking of key measures to monitor the scale and impact of our alumni volunteering programme; including recording of volunteer hours. Work with Schools and departments to ensure adequate recording and sharing of volunteer activity.
- Review all completed volunteering schemes to ensure objectives were achieved, feedback analysed and recommendations for future improvement are identified and documented
- Work with the Head of Development Services to explore how the functionality within Raisers Edge can be used to best support our alumni volunteering programme
- Network with peers in other institutions to share learning and ensure awareness of evolving best practice in alumni events and engagement
- Act as a point of contact for queries from alumni by telephone, letter, e-mail and other media; respond in a timely and efficient manner.
- Maintain detailed records of all communications with alumni.
- Ensure that the Raiser's Edge Database is used effectively to help deliver ASEO's objectives.

The successful candidate will need:

- To proactively identify opportunities to improve ASEO's alumni volunteering programme.
- The ability to prioritise own workload and remain motivated.
- The ability to meet strict deadlines.
- To understand ASEO's objectives and how these support the University's strategic framework.
- Excellent verbal and written communication skills.
- To interact effectively with colleagues across ASEO and the University.
- Communicate effectively with alumni.

Supervision received

The post reports to the Head of Campaign & Supporter Engagement

Supervision given

None

Contact

Internal:

- All members of the Alumni and Supporter Engagement Office
- Colleagues in the Marketing, Communications & Engagement department
- Colleagues in the Careers Service
- Academic and support staff in Schools and departments
- Henley Business School – Alumni Relations Team

External:

- University of Reading Alumni and supporters including current and prospective volunteers.
- Suppliers and service providers

Terms and conditions

Full-time, Fixed-term. This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

The role will require out of hours working from time-to-time.

PERSON SPECIFICATION

Job Title	School/Department
Alumni Volunteering Officer	Alumni & Supporter Engagement Office

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent communication skills with a strong command of the English language and grammar. • Creativity to think of new ideas and develop these to fruition. • Evidence of strong networking and relationship building skills. • High levels of numeracy, accuracy and attention to detail. • Ability to use own initiative. • Strong facilitation skills • The ability to represent the University with confidence, diplomacy and authority and effectively liaise between alumni, senior administrative staff and academics. • Excellent IT skills and experience in all aspects of MS Office. • Excellent planning and • Organisational skills. 	<ul style="list-style-type: none"> • Experience of actively managing budgets.
Attainment	<ul style="list-style-type: none"> • Educated to degree level or equivalent experience. 	
Knowledge	<ul style="list-style-type: none"> • Strong understanding of the importance and value of higher education and its contribution both to the lives of individuals and to the wider world. • Awareness of issues surrounding higher education funding. • Knowledge of Data Protection and Freedom of Information Acts. 	<ul style="list-style-type: none"> • Proven understanding of volunteering and engaging potential volunteers

Relevant Experience	<ul style="list-style-type: none"> • Experience in managing relationships with a range of individuals • Experience of managing volunteers • Experience of promoting an event, activity or scheme through a range of channels 	<ul style="list-style-type: none"> • Experience of dealing with VIPS / eminent individuals. • Experience of working in the Higher Education or charity sector • Experience of using a content management system. • Experience of Raiser's Edge or other relationship management databases.
Disposition	<ul style="list-style-type: none"> • Excellent interpersonal skills, high level of tact and diplomacy. • Motivated by delivering excellent customer service and championing a high standard of work. 	
Other	<ul style="list-style-type: none"> • Flexibility to work out of hours on occasion. • Understanding of the Data Protection and Freedom of Information Acts. • The ability to work calmly and effectively - both in a team and independently, and to prioritise a varied and diverse workload 	

Completed by: Dylan Parkes	Date: May 2019
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