



**Dublin City University
Alumni Relations Office
Alumni Relations Officer-Grade IV
Permanent Contact**

Background

Dublin City University is widely recognised as a dynamic and innovative institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Having grown its student population by more than 50% in the past five years, DCU is Ireland's fastest growing University and today hosts more than 17,000 students across its three academic campuses (DCU Glasnevin Campus; DCU St. Patrick's Campus; DCU All Hallows Campus). With five campuses in total (three focussed on Academic matters, one on Innovation, and one on Sports) in close proximity, DCU now has a substantial footprint in the Glasnevin-Drumcondra region of North Dublin.

Department Overview

The Alumni Relations function connects the university with our rapidly growing alumni community. Strengthening engagement and building a relationship with our community of graduates is a fundamental objective of the university. The Alumni Relations Office is the central point for this activity and works closely with the day to day life of the university and its Faculties, and externally, by enhancing our communication and engagement opportunities for all our graduates.

Overview of the Role

DCU is currently recruiting for the position of Alumni Relations Officer. This position will report to the Director of Alumni Relations and have responsibility for supporting the delivery of the annual alumni relations programme in line with the University's strategic plan 2017 – 2022 "Talent, Discovery and Transformation".

Principal Responsibilities

The successful candidate will represent the Alumni Relations office through communications with graduates, students and staff of the university. They will organise and manage events, working in collaboration with the university community in maintaining contact with graduates.

The key responsibilities of this role include:

- Acting as a first point of contact for the Alumni community.

- Supporting the development and implementation of the annual programme of alumni relations activities and events (professional, educational, career focussed, mentorship, social, sporting etc.) to effectively promote and foster sustained high quality relationships between the university and its alumni.
- Coordination of all communications with alumni including website, social media platforms, ezine and any printed promotional material, invitations, press releases etc.
- Coordinating and expanding an alumni benefits and affinity programme.
- Develop and maintain relationships with faculty staff to enable the effective co-ordination of alumni activity across the university community.
- Supporting the work of the volunteer DCU Alumni Council as required.
- Coordinating and supporting the work of the Student Alumni Network and the Students Union to develop an awareness and understanding of Alumni Relations as part of the student experience.
- Develop, maintain and analyse data records for all alumni relations activity, in a central relationship management database.
- Comply with current legal data requirements by monitoring data privacy regulations (including GDPR), best practice and industry standards; updating data storage and protection practices as necessary.
- Coordinate part time data entry assistants for key Alumni projects.
- Developing surveys, analysing feedback and presenting the associated results and findings.

Person Specification

Candidates for this role must have a relevant primary degree. S/he must possess

- Excellent communication skills
- Strong attention to detail
- Excellent interpersonal skills
- Experience in the use of digital and social media and marketing techniques
- An ability to work autonomously with good organisation and prioritisation skills

- A proven track record in event management is desirable (some evening, off-campus and/or international events may be required)
- A knowledge of DCU and/or Alumni Relations is desirable
- An ability to plan and execute effectively against agreed plans and timelines
- Experience in databases and/or CRM systems would be an advantage.

The competencies required for this post are:

Building and Maintaining relationships

Has an ability to develop and maintain good working relationships with fellow colleagues and others, within and outside the organisation. Takes a focused approach to developing contacts throughout DCU.

Personal Effectiveness/Excellence

Continuously strives to learn about how things are done, why they are done that way and how the role impacts on everything. Is effective in planning and managing their workload and that of other team members.

Team Working

Working together in a supportive manner to share tasks and information. Shows respect for the contribution of others. Will respond positively with the team, to the need for change.

Knowledge of the Organisation/Sector

The ability to continuously learn and understand the structure, processes and relationships within DCU. Has an awareness of the issues impacting the educational sector. Is capable of representing their area within DCU and knows when to relay back relevant information

Salary Scale:

*€34,625-€51,750-(Administrative Assistant)

Appointment will be commensurate with qualifications and experience.

Informal Enquiries to: Ross Munnely, Director of Alumni Relations, Dublin City University, Email: ross.munnely@dcu.ie; Tel: 01 700 8686

Closing date: 16th Feb 2018

Application procedure:

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500 Email: hr.applications@dcu.ie. **Along with the application form, please submit a CV and cover letter.**

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #777-Alumni Relations Officer.

Applications should be submitted by e-mail to hr.applications@dcu.ie or by Fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

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