



Applications are invited from suitably qualified candidates for the following position

**Alumni Officer
Professional 4 (P4)
Alumni Relations Office
Two positions available: Permanent contract & 3-year contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the department

The Alumni Relations function connects the university with our rapidly growing alumni community, with almost 100,000 graduates located all over the globe. 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. Our mission is to provide a mutually supportive relationship with our alumni.

Role Profile

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 engagement programme in line with University's strategic plan, Transformation for

an Unscripted Future 2023-2028.

Duties and Responsibilities

Please refer to the job description for a list of duties and responsibilities associated with this role.

Qualifications and Experience

Essential:

- Candidates for this role must have a relevant primary degree.

Desirable:

- 2 years' experience in event management, customer service/engagement or proven relationship development.
- A qualification in Communications, Business, Sales or Data management would be advantageous. Video production, editing and podcasting would be an advantage.
- The use of digital and social media and marketing techniques.
- An ability to work independently with good organisation and prioritisation skills.
- Experience using CRM systems and track recording of customer experience/engagement is desirable.
- A knowledge of DCU and/or Alumni Relations is desirable.

The competencies required for this post are:

Teamwork and Collaboration

Values and uses the experience and expertise of others and recognises the benefits of a diverse team. Proactively engages with colleagues from other areas across the University to develop a broader understanding of University activities and identify potential collaborations.

Communicating Effectively

Communicates concisely and assesses the appropriate level of detail. Ensures there is no ambiguity in the message being communicated (written and verbal). Ensures the timing and channel of communication is appropriate.

Planning and Delivering High Quality Results

Takes personal responsibility for seeing task or project through to completion and stands over the quality of the delivery. Develops practical and realistic plans that ensure most effective use of available resources.

Service Excellence

Prioritises stakeholder requests based on objective assessment of level of urgency. Seeks and acts on feedback in relation to service quality. Promotes initiatives to build and maintain positive stakeholder relations.

Essential Training

Training in the use of CRM systems (Raisers Edge), Agresso and Mailchimp provided to the successful candidates.

The post holders will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

Salary Scale:

Professional 4 - €39,939 - €59,306

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

Closing date: Sunday 2 April 2023

Interviews for this position will be held on Thursday 13 April 2023

For more information on DCU and benefits, please visit [Why work at DCU?](#)

Informal Enquiries in relation to this role should be directed to:

Director of Alumni Relations, Mr Ross Munnely, Alumni Relations Office, Dublin City University.

Phone + 353 (0)1 7008686 Email: ross.munnely@dcu.ie

Please do not send applications to this email address, instead apply as described below.

Application Procedure:

Application forms are available from the DCU Current Vacancies website at <https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants>

Applications should be submitted by e-mail with your completed application form to hr.applications@dcu.ie

**Please clearly state the role that you are applying for in your application and email subject line:
Job Ref #RC230224/#RC230225 Alumni Officer**

Dublin City University is an equal opportunities employer.

In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.

The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)