



## **JOB DESCRIPTION**

### **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**

The duties and responsibilities of the position include, but are not restricted to, the following:

- 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 at home and abroad (professional, educational, career focussed, mentorship, social, sporting etc.,) to effectively promote and foster sustained high quality relationships between the university and its alumni.
- Develop, maintain and analyse data records for all alumni relations activity, in a central relationship management database (Raisers Edge). This includes data entry.
- Implement data management and CRM systems on a daily basis to ensure accurate alumni data and in line with the highest standard of data protection and best practice.
- Coordination of all communications with alumni including website, social media platforms, Voices magazine, monthly newsletter (via mailchimp platform) and any additional printed promotional material, invitations, press releases etc. ensuring accuracy on all media.
- Expand the number and depth of international chapters abroad.
- 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.
- Exploring events and initiatives alongside the Students Union to develop an awareness and understanding of Alumni Relations as part of the student experience.
- 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.
- Developing surveys, analysing feedback and presenting the associated results and findings.
- Present and speak at events when required.

## **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 autonomously with good organisation and prioritisation skills.
- Experience using CRM systems and track recording of customer experience/engagement is desirable.
- A knowledge of 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.