



JOB DESCRIPTION

**Alumni Relations Operations Manager
Professional 5a (P5a)
Alumni Office
3 Years Fixed-Term (Full-Time)**

Dublin City University

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

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.

Role Profile

DCU is currently recruiting for the position of Alumni Relations Operations Manager. This position will report to the Director of Alumni Relations and have accountability for assisting with the delivery of the annual alumni relations programme in line with the University's strategic plan "Talent, Discovery and Transformation".

Duties and Responsibilities

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

- Managing the Alumni Relations database, coordinating the input of data by the alumni team and ensuring best practice for GDPR.
- Provision of training to alumni team and relevant members of staff outside the alumni team to support the implementation of the Raiser's Edge database. This database is crucial for enhancing alumni engagement and is a major resource for the DCUET and their objectives including the new regular giving initiative.
- Leading the Alumni participation in the CASE Alumni Engagement Metrics survey. This is a worldwide benchmarking exercise for measuring the impact of alumni engagement.
- Key data imports, transferring sensitive student records and assigning alumni profiles in the Raiser's Edge database.
- Leading on data culture and cleaning including lost alumni campaigns to enhance the quality of data on the Raiser's Edge database.
- Reporting engagement activity and metrics to the Director of Alumni Relations.
- Manage team of direct reports including performance evaluations and training.
- Leading the continual surveying of graduates and liaising with external providers for the most efficient and cost effective tenders for communicating and facilitating current and increasing levels of alumni engagement.
- Managing and coordinating the alumni schedule of activity that includes, class reunions, events, mentorship programmes, communication. The alumni engagement schedule is a 12-month programme of activity.
- Managing the relationship with key stakeholders in the university such as President's Office, Marketing and Communications, Registry and the DCUET for university wide events and allocating workload to junior members of staff.
- In the absence of the Director of Alumni Relations, this position would lead the engagement schedule and strategy on behalf of the team.

Qualifications and Experience

- A primary degree or equivalent (NFQ Level 8) in Business or related subject with clear comprehension of process, events and customer experience is required.
- A minimum five years' experience in the area of Alumni Relations and using databases or CRM systems for the purpose of engaging and building relationships.
- Knowledge and comprehension of the Alumni Relations sector is essential.
- Project Management skills are essential due to the volume of alumni engagement through events, reunions, mentorship and other key initiatives.

- The ability to manage several projects and deadlines, delivering to tight deadlines while retaining attention to detail.
- Strategic mindset, with strong negotiation and teamwork / collaboration skills.
- An excellent communicator, both verbal and written, with the ability to successfully network within the industry
- Previous line management experience and a qualification and/or experience in marketing would be an advantage.

Essential Training

The postholder 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.