

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE: Alumni Relations Co-ordinator (1.0 FTE)
DEPARTMENT: Development and Alumni Relations Office (DARO)
SCHOOL / DIVISION: Division of External Engagement
REPORTS TO: Alumni Engagement Manager
DIRECT REPORTS (FTE): None
INDIRECT REPORTS (FTE): None

1. PRIMARY PURPOSE OF THE ROLE:

The Alumni Relations Coordinator Role will work with the Alumni Engagement team to strategically develop, maintain, and increase engagement with our alumni. The role provides administrative and project support to enable the Alumni Engagement Team to deliver on a wide range of engagement activities. The role works collaboratively and flexibly with the Alumni Engagement Team and the wider DARO team to ensure the smooth delivery of alumni activities to meet the strategic goals of the University.

2. ACCOUNTABILITIES:

- Provide logistical support for events; local, domestic and international including packing bags, wrapping gifts, processing RSVPs, and other administrative tasks.
- Provide administrative support for the delivery of the young alumni awards; the 20Twenties.
- Liaise with different departments across the University to leverage alumni engagement and support.
- Maintain and track alumni engagement collateral and gifts keeping storage area tidy and maintaining a stock inventory.
- Assist with the sourcing and ordering of collateral stock.
- Assist with the updating of the alumni database (Raiser's Edge (RE)).
- Attend and provide logistical support at local alumni events.
- Assist with the set up and delivery of the graduation morning teas.
- Use LinkedIn to assist with event participation and delivery.
- Tracking open rates and other statistics of e-communications.
- Provide assistance to all Alumni Engagement team members on key projects as required.
- Other duties as requested by Alumni Engagement Manager and/or Director Development & Alumni Relations.

3. KEY RELATIONSHIPS:

Internal:

- DARO staff.
- Events and Marketing staff.
- External Engagement Division staff.
- Wider University staff.

External:

- University of Otago alumni and friends.
- Marketing suppliers.
- Event Suppliers.

4. QUALIFICATIONS & EXPERIENCE:

Essential:

- Bachelor's degree in communications, Marketing, Public Relations or other relative degrees applicable to the job.
- 2+ years' experience in one or more of: event planning, volunteer management, program creation, partnership building and community/alumni engagement.
- Demonstrated competency using Customer Relationship Management (CRM) tools and databases.
- Excellent organisation and administrative skills.
- Excellent verbal and written communication skills.
- Proven ability to follow instructions.
- Proven ability to meet deadlines and work accurately prioritising workloads.
- Ability to work occasional weekends and evenings as required.

Preferred:

- An understanding of event technology and procedures.
- Knowledge of current university or tertiary environment.
- Experience of working with volunteers.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential:

- Expertise in MS Office programs (Word, Excel, PowerPoint, Outlook and SharePoint).
- Ability to learn new software quickly and access software while off-site.

Preferred:

- Ability to bring innovative approaches and new concepts and models to Alumni Relations programs.

6. SPECIAL REQUIREMENTS:

The role requires a significant physical effort with the lifting and transportation of event toolkits, portable banners and other event-related tools to various locations on and off campus.

7. DIRECT BUDGET ACCOUNTABILITY:

Authorised minor expenditure from another person's budget in accordance with the University's financial delegations.

8. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

9. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

10. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

11. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

11. EQUITY AND DIVERSITY:

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.