International Volunteering and Alumni Officer

Department of External Relations

Closing date: 19 May 2019
Interview date: To be confirmed
Vacancy reference: 7557
INTRODUCTION

The International Volunteering and Alumni Officer role has been created as part of a major new investment by the University in student recruitment and alumni community engagement in three key international markets:

- Hong Kong and China
- India
- Malaysia and South-east Asia

This role will bring new focus and expertise to York’s international alumni engagement. The role will work in partnership with colleagues across OPPA and the wider University, including University recruitment officers in the three key markets, to support our aim of delivering a step change in alumni engagement, benefitting not only the target countries but the alumni experience of all York graduates anywhere in the world.

They will work with colleagues across OPPA to help achieve the three key aims, those of:

- Building a culture of philanthropy of and volunteering at the University of York
- Embedding the concept of York University for life
- Excellence in relationship management

The role holder will bring drive, ambition and enthusiasm to help plan and execute a major strategic philanthropic campaign for the University of York that is exceptional in its scale and scope.

Working with the University’s Executive Board, the Campaign for York will set a new benchmark for innovation and achievement in philanthropic engagement. The Campaign will position York as a sector leader in alumni relations and fundraising, finding new and innovative ways to connect with our global community. OPPA works with academics across the University, the University board and donors to secure funding for innovative projects that tackle global challenges such as food sustainability, inequality and discrimination, and scholarships that open up a new world of opportunity for our global student community.

In developing our philanthropy and engagement strategy for the University of York, we have agreed five principles that inform the way we approach all of our work and we expect these to be embraced and championed by all members of OPPA:

- The concept of in partnership relates to how we approach all of our relationships
- Innovation is critical at every level, both in terms of our daily ways of working and approach to longer-term vision but is rooted in rigorous evaluation
- We aim to be transparent about everything that we do and how we do it. Taking people with us each step of the way
- We will act with integrity with all of our stakeholders
- Excellence is our guiding principle by which we mean, doing everything to the best of our ability.
Job Purpose:
To provide co-ordination, planning and administrative assistance to programmes designed to engage international alumni and to play a pivotal role in supporting both internal and external stakeholders to devise and implement effective strategies to increase gifts of time and talent from international alumni and friends to York.

Key responsibilities:

**To co-ordinate and deliver the International Alumni Plan**
- Co-ordinate international alumni and volunteering projects
- Work closely with the International Communications Officer to co-deliver the OPPA International Alumni Plan
- Design and deliver a programme of events and activities aimed at engaging international alumni and supporting volunteer activity
- Research and recommend approaches to improving the international alumni experience and deepening their ties to the University
- Build close-knit relationships with international recruitment colleagues, providing efficient alumni engagement support as required
- Liaise with alumni leaders, international officers and external suppliers as required to co-ordinate the delivery of individual engagement projects, such as events
- Support the planning and delivery of international events, where appropriate taking the role of project manager. This involves responsibility for all aspects of the planning and logistics of a wide range of events. You will identify audiences, venues and speakers and compile guest lists, manage event delivery and implement timely post-event follow-ups and debriefs
- Support the development and expansion of online engagement programmes for international audiences including online events and York Asks, the alumni 'gifts of insight' programme
- Report in to the International Alumni Project Group on plans, priorities and progress against objectives
- With the Head of Volunteering and Alumni Programmes, ensure all OPPA Team colleagues are aware of forthcoming international events and activities and are updated on progress at regular intervals.

**Engage international alumni and friends, with the wider University**
- Identify existing opportunities to engage international alumni with the work of the university, and work with colleagues across the OPPA team and the wider University to ensure opportunities to engage international alumni and volunteers are maximised
- Support the planning of UK and international visits, arrange events including dinners and meetings and contact senior alumni and friends
- Assist in developing relationships with international alumni and volunteers, including direct liaison with senior alumni and other contacts
- Lead on internal liaison and communicating with senior contacts on behalf of the Head of Volunteering and Alumni Programmes to support alumni and volunteer engagement Work with team members to gather information from Departments and colleagues across the University to help to develop and to deliver the International Alumni Plan. This will involve collation, formatting and presenting information in a compelling and engaging format for alumni and volunteers.
Develop standards and processes for international alumni activity

- Design, document and provide training in international alumni processes to OPPA team members, under the direction of the Head of Volunteering and Alumni Engagement

- Ensure that all activity, key correspondence, enquiries and interactions with alumni and volunteers is recorded on our database and kept up to date

- Support effective communication and dissemination of information across the department and with other university colleagues, provide support, guidance and training to internal stakeholders, (including international officers), and international alumni leaders in relation to international alumni engagement processes.

- Monitor and ensure compliance with international-orientated laws and regulations on international alumni activity.

Proactively contribute to general Volunteering and Alumni Team activity and projects

The above list of duties is not exhaustive and is subject to change. You may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>A general education to include three passes at A level, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
</tr>
<tr>
<td>Educated to degree level or equivalent</td>
<td>Essential</td>
</tr>
<tr>
<td>International Business or Marketing qualification</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## Knowledge

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding of international alumni engagement, preferably Asia-specific; high level of cultural awareness</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge of Raisers Edge or similar relationship management database to record donor interactions</td>
<td>Desirable</td>
</tr>
<tr>
<td>Project management techniques/processes</td>
<td>Essential</td>
</tr>
</tbody>
</table>

## Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptional interpersonal and relationship-building skills; ability to liaise effectively with internal stakeholders; ability to influence and negotiate to secure event venues</td>
<td>Essential</td>
</tr>
<tr>
<td>A high degree of attention to detail, including proof-reading skills, with the ability to maintain a high level of accuracy</td>
<td>Essential</td>
</tr>
<tr>
<td>Strong organisational and planning skills with a flexible, pro-active approach to work including the ability to prioritise to meet competing demands and the ability to co-ordinate multiple tasks simultaneously in a complex and dynamic organisation</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent written and verbal communication skills; able to communicate effectively with a wide range of stakeholders, able to translate specialist information into compelling proposals for donors</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent IT skills: including word processing, email, presentations and spreadsheet packages</td>
<td>Essential</td>
</tr>
<tr>
<td>An ability to deal with sensitive and confidential information with discretion and to maintain confidentiality at all times</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to use negotiation skills in order to have open discussions with individuals and groups</td>
<td>Essential</td>
</tr>
<tr>
<td>A lateral thinker, able to develop creative and appropriate strategies to engage and build relationships with volunteers and alumni</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## Experience

<table>
<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience of events management</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working within a higher education or fundraising organisation</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of managing projects that involve several international audiences simultaneously</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of planning and delivering international alumni engagement activities</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of preparing event briefings (or similar) to colleagues</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent team working skills with the ability to work collaboratively and cooperatively with colleagues</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to achieve objectives within a fixed timeframe and with a high level of initiative, persistence and resilience</td>
<td>Essential</td>
</tr>
<tr>
<td>Commitment to a high level of customer care</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to manage expectations and workloads</td>
<td>Essential</td>
</tr>
<tr>
<td>Tactful and diplomatic</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to empathise with the purpose and values of the University and to work effectively with staff, students and alumni</td>
<td>Essential</td>
</tr>
<tr>
<td>Able to work both independently and to take direction</td>
<td>Essential</td>
</tr>
<tr>
<td>Good organisational and self-management skills</td>
<td>Essential</td>
</tr>
<tr>
<td>Proactive, creative and innovative with a positive attitude to change and a high level of motivation</td>
<td>Essential</td>
</tr>
</tbody>
</table>
THE DEPARTMENT

The Office of Philanthropic Partnerships and Alumni (OPPA) is the central support function at the University of York with responsibility for:

- forming transformational philanthropic partnerships with individual donors, charitable trusts and companies
- engaging York’s global alumni body in programmes to support current students and the University’s strategic priorities
- leading and managing volunteering opportunities within the University for our alumni and other friends.

The Department is located within the External Relations Directorate, which includes the Offices of International Relations, Student Recruitment and Admissions, Strategic Marketing and Digital Communications, Centre for Lifelong Learning, Events and Public Engagement, Press and Media Relations. We work closely with Careers, the York Students’ Union and Academic Registry, amongst others, to deliver funding and volunteering programmes that support key objectives of the University.

Upholding transparency, professionalism, due care and diligence and good care of our supporters is of primary importance in all that we do.

The activities of the Department are overseen by a Senior Management Team (SMT).

In order to deliver on our targets the Office of Philanthropic Partnerships and Alumni work with volunteers across the university and the alumni and donor community. Through their time, advocacy and support we are able to achieve our objectives by expanding our circles of influence, networks and access to information and resource. Within the University, this means close collaboration with heads of department, the colleges and the York Students’ Union.

This position will suit an individual with a passion for higher education and belief in the transformational role of universities to society. You will require a genuine desire to collaborate and to work across functions and departments. You must possess an ability to think creatively and to work independently when required. You will bring passion, energy, drive and commitment to the role as we work towards ambitious targets and deliver a campaign for York.

To find out more about OPPA and our work: https://www.york.ac.uk/about/departments/support-and-admin/alumni/
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7557
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 19 May 2019

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Kyla Holt, Head of Volunteering and Alumni Programmes at kyla.holt@york.ac.uk.

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835