

Careers in Development and Alumni Relations



Candidate Information Pack
Alumni Volunteer Manager

March 2024

Letter From Clare Monaghan



Dear Prospective Candidate,

Thank you for your interest in the position of Alumni Volunteer Manager. I am delighted that you are interested in this incredibly exciting role.

Following a recent team restructure, I am currently recruiting for the role of Alumni Volunteer Manager. This position will play an important part in building lifelong relationships between the University and its 320,000+ alumni and supporters. The Alumni Volunteer Manager is responsible for the strategic management of an international network of volunteer led alumni groups (currently nearly 200 groups and over 1000 individual alumni), ensuring that they are fully engaged to support the alumni engagement strategy within their region or area of interest. The role will lead on the development of a growing programme of individual volunteer opportunities to support University priorities such as admissions outreach and career support for graduates.

You will design resources to recruit, develop, manage and recognise a global community of over 1000 alumni volunteers. You will need to be data-driven in managing alumni/membership engagement programmes, and have previous experience developing, implementing and monitoring engagement initiatives.

The post holder will manage the Alumni Engagement Associate (Volunteers) and the volunteer activities budget and will work collaboratively with partners within the Development and Alumni Relations and the wider University including the Cambridge in America team, and Careers and Admissions offices, to ensure that the Cambridge alumni volunteer

programme is in line with the global reputation of the University and recognised as amongst the best in the sector.

I'm looking for someone who can create and manage an innovative, comprehensive, global and high-quality alumni volunteering programme, which inspires individuals to give their time, networks and or money to support the University Alumni Engagement Strategy and champion alumni audiences at all times.

You don't need to have a background in Alumni Engagement to be considered for this opportunity. I'm interested in hearing from candidates in any sector that have designed and delivered a range of volunteer/stakeholder opportunities. It's important that applicants are proactive in thinking about their audiences and how to engage with them.

If you are a highly motivated team player, who understands the importance of making data driven decisions, while nurturing long lasting relationships, then I can't wait to receive your application.

Best wishes,

**Clare Monaghan
Director of Alumni Engagement**

The Position

The Alumni Volunteer Manager is a member of the Cambridge University Development and Alumni Relations Senior Management Group and will play a pivotal role in building life-long relationships between the University and its 320,000+ alumni and supporters, with particular focus on alumni volunteers, a key constituent in the University's Alumni Engagement Strategy 2023-2030.

They will strategically design, develop, launch and manage high level volunteer opportunities and groups in support of Cambridge University strategic priorities, in important global and domestic markets and areas of interest. They will lead on the recruitment of volunteer leadership groups and manage a community of over 1000 individual volunteers. The role holder will ensure a volunteer experience that is in line with the calibre of the institution, and ultimately inspire individuals to give their time to a variety of meaningful activities and aligned to the University's strategic goals.

The postholder will manage the work of the Alumni Engagement Associate (Volunteers) as well as their own portfolio of individual VIP volunteers and will work with Development and Alumni Relations and University colleagues to identify where volunteers can have a positive impact, revising and developing new programmes in support of University priorities. They will be required to manage volunteers in a similar way to managing staff, including performance management, but with a high degree of sensitivity to reflect that their time is given to the University for free.

Working in collaboration with the Director and alongside colleagues within Development and Alumni relations and the wider University, the role holder will support the alumni communities and will generate creative ideas to engage internal and external audiences and be responsible for setting objectives and ensuring effective delivery.



About Development



We are a friendly, engaging and energetic Development and Alumni Relations team who work hard to deliver on the University of Cambridge's significant potential. Although the name and reputation of Cambridge are known worldwide, you will find it a down-to-earth and welcoming place to work where your experience will be recognised and valued.

For more than 800 years, the University of Cambridge has championed brilliant minds, facilitated collaboration, and encouraged the development of world-changing ideas that have given birth to breakthroughs across virtually every academic discipline.

These advances are made possible in large part through Cambridge's history of commitment to success in fundraising. Philanthropy has long been key to enabling the collegiate University to meet its mission of contributing to society through the pursuit of education, learning and research at the highest international levels – and, as funding for higher education grows more and more challenging, philanthropy has never been more important than it is today.

To meet and grow our aspirations, the University has continued to invest in Development & Alumni Relations. This commitment allows us to lead our sector in innovating and transforming our approaches to fundraising.



The Development and Alumni Relations Office

The University of Cambridge Development and Alumni Relations office is responsible for fundraising and alumni and supporter engagement.

We raise major philanthropic gifts from alumni and non-alumni sources, encourage lifelong relationships between the University, its alumni and supporters, and ensure that the worldwide community of more than 310,000 alumni is informed about developments within the University and equipped to be effective ambassadors and advocates.

Cambridge in America (CAm) is the fundraising and alumni and supporter engagement arm for Collegiate Cambridge in the most developed philanthropic market globally, the United States of America.

[Find out more about CAm.](#)

The Development and Alumni Relations office and CAm work with each other and their advancement counterparts in the 31 Colleges to maximise the philanthropic opportunities for the Collegiate University.

[Read more about Cambridge University and its structure.](#)

Our campaign

It's an exciting time to join our team as we build on our successfully concluded "Dear World, Yours Cambridge" fundraising campaign. The momentum created by the campaign is unique and we are investing now in the team that will build on our success and take us into the future.

[Read more about the campaign's impact](#)

About us

With more than 140 staff members, Development and Alumni Relations is a lively, collaborative and stimulating place to work. We enjoy each other's company and make time to have fun, whether with baking competitions, book clubs or fundraising for local Cambridge charities - to name just a few.

We understand that our success is assured when we work collaboratively. We come from many different backgrounds and nationalities, and we know the positive contribution that difference, diversity, and mutual understanding bring to our workforce.

We are proud of our Major Gift Officer Learning Series – a bespoke fundraising curriculum based on research-driven best practice in the fundraising industry, an exciting and career-building development and learning programme for staff.

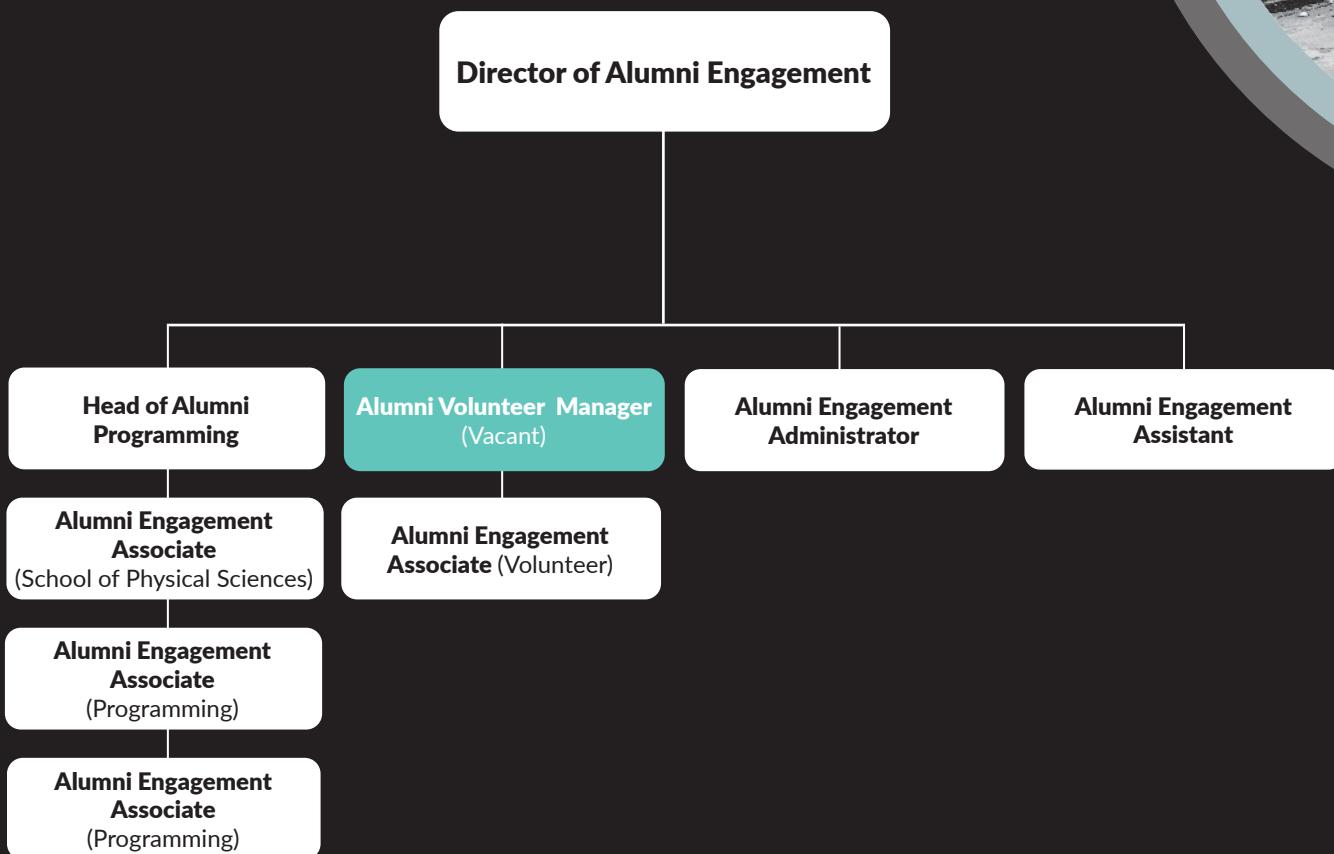
[Find out more about us.](#)

We strive to be values-driven and our Peer Recognition Initiative recognises individual members of staff each month who have demonstrated one or more of our five Values - Collaboration, Accountability, Respect, Passion and Excellence.

[Read more about our mission, vision and values.](#)

Organisational Chart

Alumni Engagement Team



Job Description

Key Duties and Responsibilities



Strategic Planning and Relationship Management

- Design and lead a strategic volunteer management plan that encompasses the existing 200+ volunteer Alumni Groups, delivers an evolved individual volunteering programme, and ensures that volunteer engagement is considered and strategically applied across all alumni engagement activities in support of the University Alumni Engagement Strategy and wider University strategic priorities such as admissions outreach and careers support.
- Strategic oversight of the 200+ University recognised volunteer led global alumni groups, including creation and dissolution as required, ensuring that they are positively representing the University, protecting the University brand, and providing support to the University's strategic priorities.
- In collaboration with the Director and wider University colleagues, design and deliver an enhanced individual volunteering programme that provides meaningful opportunities for alumni to give back to the University through priority areas such as admissions outreach and career support.
- Manage a portfolio of VIP volunteers, including serving as the principal liaison for the Networks and Volunteer alumni board working group and associated high level volunteer project groups, and build strong and sustainable relationships, including high level issues resolution. Work with board leadership to develop strategic plans for the board(s) which thoughtfully engage alumni at various life stages. In addition, work to create a strong volunteer board and committee management structure and support the onboarding and training of new volunteers, and develop strategies around the growth and enhancements of the programmes.
- Define and measure success through delivery against agreed metrics and make recommendations for revisions to programming based on key learnings from regular data analysis, external research, and internal understanding.
- Ensure that volunteers receive a fulfilling engagement experience and receive excellent stewardship.
- Build and maintain a relationship with the Volunteer Management team at the University of Oxford to ensure that joint groups are managed in a collaborative and supportive way.



Job Description

Key Duties and Responsibilities



Engagement Activity Design and Management

- Design relevant and innovative portfolio of alumni events and initiatives that support the Alumni Engagement Strategy in relation to volunteers and alumni groups, including training programmes and volunteer recognition, builds life-long relationships, and motivates alumni to act as advocates and ambassadors or give back through greater volunteering or philanthropic gifts.
- Identify and build partnerships with other key internal and external stakeholders and alumni to support volunteer relationships, create collaborative opportunities and networks, and identify alumni who may be appropriate to move into high level volunteering roles.
- Work closely with the Advancement Communications team to develop and deliver a targeted communications strategy for the volunteer community which ensures that volunteers are kept apprised of alumni engagement activities, strategic priorities, training and networking opportunities, volunteer recognition, and other support provided by the Alumni Engagement team for volunteers.
- Establish mechanisms to review the effectiveness of responsibilities concerning the volunteer strategy set out in the University Alumni Engagement Strategy, update annual plans and work delivery periodically to ensure effective workflows.
- Benchmark with peers but also keep up to date with changes in society, technology, environment, and politics that may impact alumni engagement programming as it relates to managing volunteers.
- Use key performance indicators and metrics to demonstrate alumni volunteer engagement and its impact on the University's Alumni Engagement Strategy.



Job Description

Key Duties and Responsibilities



Management

- Manage the Alumni Volunteer Associate, providing leadership, setting, and evaluating individual goals, developing, and sustaining appropriate training, mentoring, and assigning and monitoring coverage of primary areas of focus.
- Ensure the Alumni Volunteer Associate understands the requirements of their assigned roles and has the necessary ability to carry them out. Identify training and development needs and contribute to the coaching and mentoring of team members. Conduct regular performance reviews to analyse achievements.
- Promote collaborative working with the alumni engagement team and the wider Development and Alumni Relations team. Supervise the alumni engagement administration team in support of volunteer activities.

Administrative Support

- Provide frontline assistance to Development and Alumni Relations by supporting the Alumni Engagement administrative team as needed. This includes but is not limited to: answering phone calls, monitoring the alumni contact email inbox, producing CAMCards, greeting visitors, and dealing with general enquiries.

Representation and Expertise

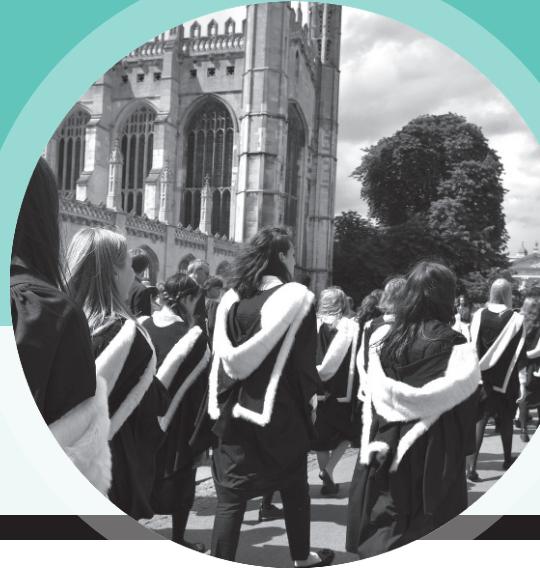
- Work collaboratively with colleagues across Development and Alumni Relations providing expert advice and guidance to ensure that all volunteers are being managed to a consistent high standard and in line with best practice.
- Act as the representative of CUDAR in all University alumni engagement as it relates to volunteers or as required within the University or externally.
- Provide training and advice to University alumni engagement staff as appropriate.
- Act as a representative of the University and respond to alumni enquiries in a professional manner, and as appropriate through email, telephone, or in person communications.

Data Management

- Lead the data-centric approach to volunteer management working with Development and Alumni Relations Information service team and manage the Alumni Engagement Associates in embedding a data driven approach to engagement.
- Ensure that the CRM database is updated in keeping with the data protection policy and ensure all engagement information is properly recorded.



Person Specification



Education and qualifications

- Educated to degree level or equivalent level of experience is essential.

Relevant experience

- Experience in successfully developing and leading strategic initiatives in a complex environment. (Essential)
- Experience in designing and delivering a range of volunteer/stakeholder/alumni engagement opportunities/ projects. (Essential)
- Experience in developing volunteer role profiles, recruiting, onboarding, training, and managing individual volunteers (Essential)
- Experience in managing high-profile VIP volunteers including conflict resolution (Essential)
- Experience in setting up, servicing, and managing volunteer groups/boards/committees. (Essential)
- Experience in managing global volunteer groups. (Essential)
- Experience in working with databases and/or CRM systems to manage effective relationship building, capture volunteer activity, and collect, manipulate, and draw conclusions from data. (Essential)
- Experience in monitoring the success of a volunteer programme utilising performance metrics.
- Experience in building relationships across a complex organisation
- Experience in managing multiple projects/ opportunities /programmes simultaneously.
- Experience in managing project budgets.
- Experience in line managing a team.
- Understanding of alumni relations and fundraising in an HE context and how they contribute to the overall success of the institution.



Person Specification



Specialist knowledge and skills

- Excellent interpersonal skills with an articulate manner, demonstrating sensitivity and diplomacy when required
- Ability to develop new, creative, exciting volunteer opportunities and programmes that appeal to the global alumni community across different demographics, interests and engagement levels
- Strong writing skills and the ability to communicate effectively, persuasively and imaginatively, including the ability to service boards/committees
- Ability to diplomatically manage volunteers at all levels to ensure they operate to agreed University objectives and within appropriate policies for behaviour
- Proven ability to build and maintain high level and effective external and internal networks
- Excellent time management skills with the ability to prioritise a complex workload and to work independently
- Excellent organisational skills and the proven ability to coordinate a number of projects and tasks with competing deadlines
- Good numerical skills, including the ability to interpret and present data to a varied audience and in a variety of formats
- Excellent IT skills with good working knowledge of MS Office products and CRM databases
- Ability to interact with alumni at the highest levels in a professional and appropriate manner.

Additional Requirements

- This is a role that requires autonomy and initiative, in conjunction with a highly collaborative approach. The role holder must therefore be self-motivating and self-managing, and of good judgement, including the judgement to know when to refer upwards.
- Highly motivated team player with a passion for alumni engagement.
- An appreciation of the value of data-driven alumni engagement programming
- Willingness to work outside of standard office hours and to travel, including internationally.

Equality & Diversity



The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network.

[Read more about equality and diversity here](#)

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in

recruiting, retaining and promoting gender equality. The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment.

[More information for disabled applicants is available.](#)

You are encouraged to declare any disability that you may have, and any reasonable adjustments that you may require, when applying for the role. This will enable the University to accommodate your needs throughout the process as required. Applicants and employees may, however, declare a disability at any time.





Terms and Conditions

Location

1 Quayside Bridge Street
Cambridge CB5 8AB

We practise a hybrid working model and the successful candidate will be expected to be in the office for a minimum of two days a week.

This role will be granted the opportunity to work from home regularly but must be able to commute to Cambridge University on a flexible weekly schedule based upon business needs. This schedule is based on agreed upon guidelines of the department of work. Cambridge University Development and Alumni Relations reserves the right to change remote work status with notice to employees.

Salary

Grade 8, £40,521 - £54,395 per annum

New staff may be appointed at the lower end of the salary band. The salary scale has been shown to indicate future salary progression to the top of Grade 8.

Hours of work

There are no conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your line manager.

Length of appointment

Permanent

Probation period

9 months

Annual leave

33 days plus Bank Holidays, but including fixed periods at Christmas when the Department/office is closed. The period for calculating entitlement to annual leave in any particular year is the academic year: that is, 1 October to 30 September.

Pension eligibility

Universities Superannuation Scheme (USS) Pension scheme details are available on the University web pages. [Found out more about USS.](#)

It is a legal requirement for the University to automatically enrol its eligible jobholders into a qualifying workplace pension scheme.

[Read more about the automatic enrolment.](#)

Retirement age

The University does not operate a retirement age for assistant staff/research staff/unestablished academic staff/unestablished academic-related staff BUT for established academic and academic-related staff, the University operates a retirement age which is at the end of the academic year in which the University officer reaches the age of 67.

Pre-employment checks

The University has a legal responsibility to ensure that you have the right to work in the UK. If you do not have the right to work in the UK already, any offer of employment made to you will be conditional upon you gaining it. [Read more on our Right to Work checks.](#)

How to Apply



To apply for this vacancy, please visit the University's job opportunities page. [Apply for this role and read more.](#)

There you will need to click 'Apply Online' and register an account with the University's web recruitment system.

The closing date for this position is **12th May 2024**.

Interviews for this position are anticipated to take place in **the week commencing 20th May 2024**.

Please contact us on **DARTalentManagement@admin.cam.ac.uk** if you have any queries about this position.

