



# Careers in Development and Alumni Relations



**Candidate Information Pack**  
Alumni Engagement Associate  
(Volunteers)

April 2024

# Letter From Clare Monaghan



## Dear Prospective Candidate,

**Thank you for your interest in the position of Alumni Engagement Associate (Volunteer). I am delighted that you are considering applying for this incredibly exciting role.**

Following a recent team restructure, I am currently recruiting for the role of Alumni Engagement Associate (Volunteer). This position will play an important part in building life-long relationships between the University and its 320,000+ alumni and supporters, with particular focus on alumni volunteers, and the holder will be a key member of the Cambridge University Development and Alumni Relations Alumni Engagement team.

The Alumni Engagement Associate will work with the Alumni Volunteer Manager to support 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. They will also be involved in 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 need to be data-driven in managing alumni/membership engagement programmes, and have some previous experience developing, implementing and monitoring engagement initiatives.

The Alumni Engagement Associate will be the first point of contact for volunteers, including high level Alumni Advisory Board members, ensuring a volunteer experience that is in line with the calibre of the institution, and ultimately inspires individuals to give their time to a variety of meaningful activities.

You don't need to have a background in Alumni Engagement to be considered for this rare 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 Engagement Associate will work with the Alumni Volunteer Manager to design, develop, launch and manage volunteer opportunities in support of Cambridge University's strategic priorities. They will work independently and/or with other team members in Development and Alumni Relations to deliver a suite of global volunteer engagement activities; recruit and manage a global community of 1000+ alumni volunteers; and support over 200 volunteer groups.

The role-holder will manage a portfolio of individual VIP volunteers, alumni groups, and volunteer opportunities/programmes, including acting as the coordinator for the University's Alumni Advisory Board and its working groups.

The post-holder will be responsible for ongoing evaluation of volunteer and alumni group activities, providing training opportunities, communications, and other volunteer-specific engagement activities, and proactively identifying potential issues to the Alumni Volunteer Manager. They will actively build relationships with all volunteers to ensure that they receive a positive volunteering experience and will identify and build partnerships within the University to support collaborative volunteering opportunities that provide impactful ways for alumni to give back to the University in support of University priorities. The role-holder will 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.

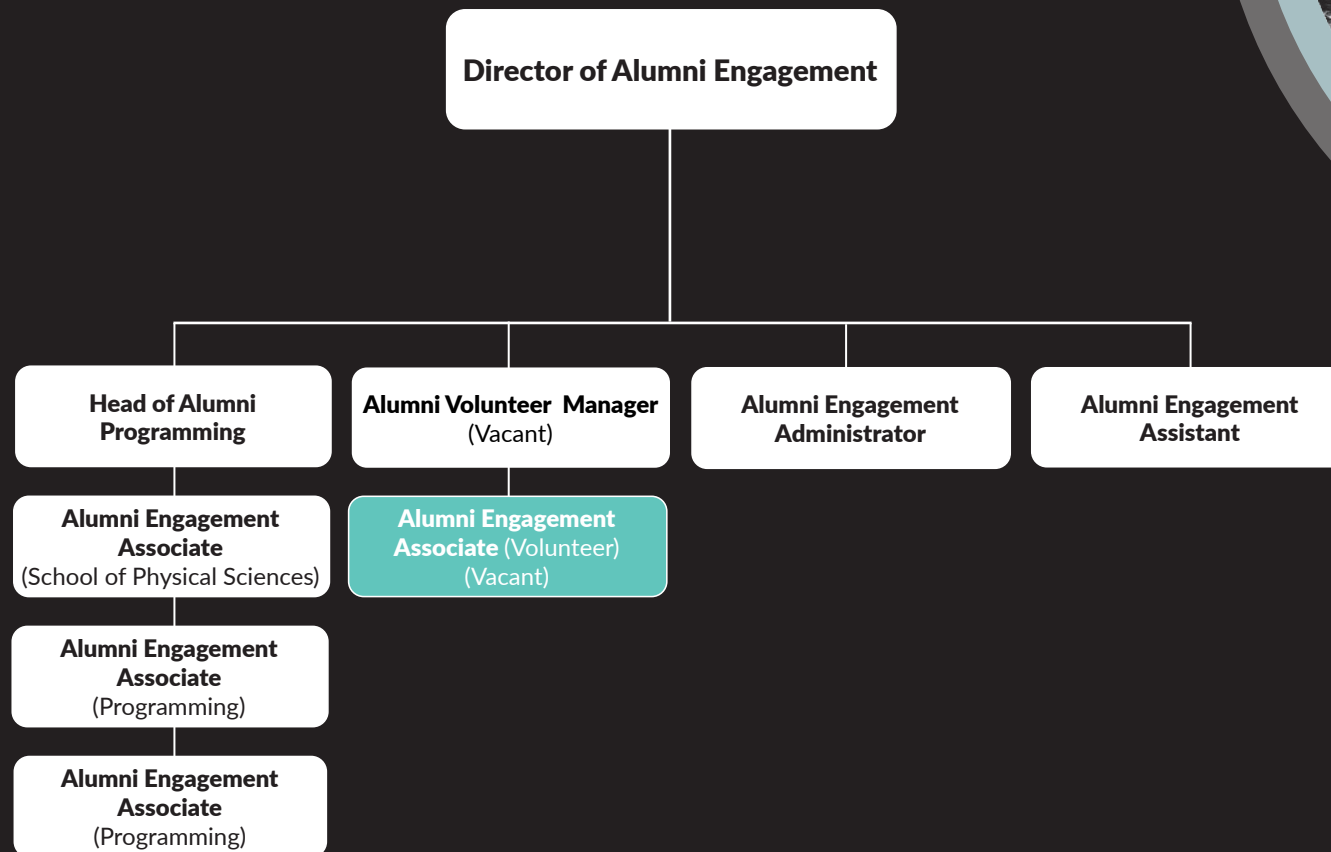
[Find out more about us.](#)

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, develop, launch and manage a suite of data-driven volunteer opportunities in support of Cambridge University strategic priorities, in order to meet the objectives.
- Represent Development and Alumni Relations and the University by acting as the relationship manager for high level VIP volunteers and alumni groups – build sustainable relationships and trust with volunteers at all levels as well as identifying potential issues and ensuring they are addressed.
- Evaluate and continuously improve programmes and initiatives delivered by volunteers and alumni groups
- Ensure that volunteers receive a fulfilling engagement experience.
- 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.

### 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



# Job Description

## Key Duties and Responsibilities



### Activity Design and Management

- Create and manage an innovative suite of alumni volunteering opportunities ensuring strategic alignment to the University's priorities on admission outreach, career opportunities and focused advocacy, that will appeal to targeted segments of the alumni population in keeping with the Alumni Strategy objectives.
- Manage day-to-day activities and communications with the University's 200+ global alumni volunteer groups.
- Service a suite of volunteer boards including the Alumni Advisory Board and its working groups
- Manage a portfolio of individual alumni volunteers.
- Develop resources to recruit, onboard, develop and manage a global community of over 1000 alumni volunteers
- Work closely with the Development and Alumni Relations Advancement Communications team to develop and deliver a communications strategy for the volunteer community and alumni groups
- Develop and deliver a portfolio of events and initiatives, including volunteer training and recognition activities
- Work with the Alumni Volunteer Manager to identify opportunities to increase collaboration within volunteer groups and with the wider University to create lifelong relationships.
- Work with Alumni Volunteer Manager to create new volunteering opportunities and manage the volunteer or group once in place.
- Ensure excellent alumni stewardship and developing relations with a group of key alumni volunteers.
- Use key performance indicators and metrics to demonstrate alumni volunteer engagement and its impact on the University's Alumni Engagement Strategy 2023-2030.





# Job Description

## Key Duties and Responsibilities



### Representation and expertise

- Maintain understanding of best practice in volunteer management, both within HE sector and more broadly in the Not-for-Profit space
- Act as a representative of the University and Development and Alumni Relations, to alumni audiences including in managing a portfolio of high-profile VIPs . Respond to alumni enquiries in a professional manner, and as appropriate through email, telephone, or in person communications
- Act as a representative of the Alumni Engagement team and of Development and Alumni Relations in departmental and university wide fora and networks
- 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.

### Data management

- Produce and analyse management reports, working with the Development and Alumni Relations Information Services team, to support effective management of volunteer opportunities and programmes
- Work with colleagues on initiatives to update and maintain alumni information including contact details, career information, interests, and connections to the University to support the move to segmented data driven engagement.
- Maintain and update the CRM database 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.
- Post-graduate qualification would be desirable or equivalent level of experience.

## Relevant experience

- Experience of successfully managing new strategic initiatives in a complex environment;
- Experience of designing and delivering a range of volunteer/stakeholder/alumni engagement opportunities/projects
- Experience of managing global volunteer groups
- Experience of developing volunteer role profiles, recruiting, onboarding, training and managing individual volunteers
- Experience of managing high-profile VIP volunteers
- Experience of setting up, servicing and managing volunteer groups/boards/committees
- Experience of working with databases and/or CRM systems to manage effective relationship building, capture volunteer activity and collect, manipulate and draw conclusions from data.
- Experience of monitoring the success of a volunteer programme utilising performance metrics
- Experience of building relationships across a complex organisation
- Experience of managing multiple projects/ opportunities /programmes simultaneously
- Experience of managing project budgets
- 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 with minimum supervision to meet deadlines
- 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.

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## 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.
- Ability to work occasional evenings, weekends and travel nationally and internationally to meet with alumni volunteers and group
- Highly motivated team player with a passion for volunteer engagement.

# 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 7, £33,966 - £44,263 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 7.

## 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.](#)



# 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.



## 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.

