

**JOB TITLE: ALUMNI RELATIONS COORDINATOR: REGIONAL NORTH & SOUTH AMERICA, AND THE MIDDLE EAST [TEMPORARY COVER]**

**REPORTS TO: HEAD OF ALUMNI RELATIONS**

#### Background

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The Alumni & External Engagement Team is the primary external-facing department within Cambridge Judge Business School. The department includes Alumni Relations, Events, Development, Stewardship, and Communications, and acts as the public face of the School, combining the provision of good external relations with fundraising activities.

#### The role

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The role holder is responsible, amongst other duties, for liaising with key alumni volunteers. They will proactively work within the Alumni & External Engagement Team to build affinity and deliver services to Cambridge Judge Business School students and alumni, as well as external stakeholders within the region they represent. The role holder will work with colleagues from across the School, including academics and programme teams, to maintain a joined-up School-wide approach to alumni engagement.

This role exists to ensure students and alumni are well connected to and educated about the alumni network, and that relationships with key alumni volunteers within their region of responsibility are maintained. Thereby strengthening the global CJBS community of advocates and ambassadors to aid the School in all areas, including fundraising, profile raising and student recruitment.

#### **Main responsibilities**

##### Alumni Engagement Strategy and Management

- Lead the development and strategy procedure for recognising and establishing new Cambridge Judge Alumni Groups in the region.
- Draw on research to review and refine support services and tools for Alumni Groups.
- Implement enhanced services for Alumni Groups.
- Maintain up to date management matrix of all School Alumni groups in the region.

##### Alumni Groups Services

- Devise, create and deliver both offline and online services for CJBS Alumni Groups in the region.

- Manage day to day contact and services, whilst fostering stronger relationships with key CJBS Alumni Groups in the region (this will include travelling overseas to at least two groups per annum).
- Liaise with CUDAR to ensure effective provision of services is kept in line with other types of groups at both College and University level.
- Provide appropriate responses to a varied range of enquiries from Alumni and Group members by email, phone, mail and in person.
- Tactfully and diplomatically recognise and quickly resolve potential issues relating to disputes or volunteers misusing their position.

#### Volunteer Management

- Support all volunteers regardless of activity, working closely with the Head of Alumni Relations and Programme teams to enable good volunteer engagement and stewardship.
- Ensure student engagement within the region is monitored and supported where appropriate.
- Keep Dynamics Volunteer Participation entity up to date for volunteers within the relevant regions, working with the Database Administrator and Programme staff.

#### Alumni Relations Communications

- Manage and create regional activity promotion via the website, social media and emails.
- Liaise with the Head of Alumni Relations and Data & Project Manager to ensure they are timetabled in accordance with the wider Alumni Relations & External Engagement communications plan.

#### Support International Alumni Activity

- Liaise with the Head of Alumni Relations, Faculty members and professional staff to ensure to connect them to local Groups or alumni when travelling overseas.
- Work with the Data & Communications Manager to ensure appropriate communications are sent out.

#### Volunteer Administration

- Proactively engage with alumni in the relevant region to encourage volunteer participation.
- Record activity in Dynamics Volunteer Participation entity, ensuring up to date data for volunteers within the relevant region.
- Working with the Head of Data & Communications and Programme staff to provide accurate data to the Working with Alumni Forum.
- Work closely with the Alumni Council members from the region, ensuring they have all the necessary tools and information when representing the School to alumni and wider stakeholders.
- Attend a minimum of one Alumni Council meetings per year, prepare the post meeting synopsis, but also represent the relevant region in discussions and report on areas relevant to your role as required.

### Student to Alumni Engagement

- Manage the class rep programme in partnership with the Head of Alumni Relations and other colleagues across the Alumni & External Engagement team. This includes, but not limited to, activity for reunions, rankings and class giving.
- Be responsible for collating class rep data and working with the Data team to ensure that the data in dynamics is maintained.
- Manage handover from student class rep to alumni class rep and succession planning for new volunteers when required.

### Alumni Events

- Assist in planning for all alumni events, including Reunion, Graduation, Volunteer Stewardship and CJBS Connects activity.
- Plan and execute events against the annual cycle of both the academic year and the alumni calendar.
- Project manage the CJBS Connects activity within these regions, as well as playing an integral role with the wider global CJBS Connects activity in this flagship programme.
- Plan and coordinate travel, meetings and events for the Head of Alumni Relations when they are within region.
- Attend both UK and international events in a front facing role is expected.

### General Alumni Relations Team Support

- Assist with day to day email and social media communications.
- Respond to all alumni enquiries that initiate within the relevant region, including confirmation of study requests, introductions to internal stakeholders, broker introductions between alumni and handle those originating from students.
- Carry out discrete projects on behalf of the Head of Alumni and External Engagement as required.
- Work collaboratively with colleagues in th Alumni team and wider Alumni & External Engagement team to ensure that engagement activities are supported at all times including covering traditional duties not specified here, when required.
- Use reasoned judgement and common sense in carrying out all duties, the role requires a high level of discretion, tact, initiative, independence of action as well as the ability/willingness to make decisions on non-routine matters, but mindful of the need to refer.
- The role requires the ability to remain calm under pressure and to be able to assess the many competing priorities in an often extremely busy environment.
- Any other tasks that fall within the remit of the post.

### The person

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The ideal candidate should have the following qualities, skills, and attributes which are considered as essential for this role:

- Significant relevant experience of alumni, student or membership relations.
- An understanding and affinity for event management principles.
- Patience with a pleasant and helpful manner.
- Excellent written and oral communication skills.
- Highly competent in standard software packages e.g. Word, Excel, Access and Outlook.
- Accuracy and attention to detail.
- Excellent organisational skills.
- Good time management and ability to prioritise a diverse and changing workload.
- Excellent communication skills and an ability to adapt communication style depending on audience and situation.
- Experienced administrator.
- Willingness on limited occasions to work outside standard hours and in different locations.

### Benefits

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This is a full-time position working 36.5 hours per week. There will be a six-month probationary period. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range of £33,482 - £39,355 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition, we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at [www.admin.cam.ac.uk/offices/hr/staff/benefits](http://www.admin.cam.ac.uk/offices/hr/staff/benefits). There is also a range of information about living and working in Cambridge at [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk).

### Application arrangements

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To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you

will need to register an account (if you have not already) and log in before completing the online application form.

**The closing date for applications is 11 May 2025 and interviews are expected to take place in the last two weeks of May 2025.**

Applicants are required to provide details of two referees. Typically, referees will not be contacted until an offer has been made. In exceptional circumstances, we may need to contact your referees at an earlier stage of the recruitment process; however, this will only be done with your prior consent.

#### Equality of opportunity at the University

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The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network.

#### Information if you have a disability

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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. Information for disabled applicants is available at [www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within](http://www.hr.admin.cam.ac.uk/policies-procedures/disabled-applicants-and-members-staff/support-services-available-within).

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact [hrsupport@jbs.cam.ac.uk](mailto:hrsupport@jbs.cam.ac.uk).