

Job Description



Summary

Job title	Director of Alumni Engagement
Division	University Administration and Services
Department	Development and Alumni Engagement
Location	University Offices, Wellington Square, Oxford OX1 2JD
Grade and salary	Grade ALC6. Competitive salary.
Hours	Full time
Contract type	Permanent
Reporting to	Chief Development and Alumni Engagement Officer
Vacancy reference	171769
Additional information	<p>Applications are welcome and encouraged from all sectors of the community. We are especially keen to encourage candidates from under-represented groups to apply. Development and Alumni Engagement is committed to equality, and values diversity.</p> <p>We support a range of flexible working arrangements, including when and where you work. The responsibilities of this post mean that you will need to work on-site regularly. We would be happy to discuss this with you at any point in the application process.</p> <p>Subject to HMRC guidelines and the availability of funding, a relocation allowance may be offered</p>

Background Information

As the oldest University in the English-speaking world, Oxford is a place where the past, present and future exist side by side. Behind us we have nearly a thousand years of teaching, learning and advancing the boundaries of knowledge. Today we are consistently recognised as one of the world's leading research-intensive universities, committed to helping solve some of the world's most pressing challenges. Unsurprisingly, we have ambitious plans for our future.

Our mission, to advance learning by teaching and research and disseminate this by every means, is delivered across a dynamic ecosystem of 39 constituent colleges and 4 permanent private halls, and a range of academic divisions, departments and faculties. We offer a wide array of undergraduate, postgraduate programmes and Continuing Education courses across Humanities, Mathematical, Physical and Life Sciences, Medical Sciences, and Social Sciences. This encompasses the courses offered by the schools within these disciplines, for example the Saïd Business School and the Blavatnik School of Government.

The collegiate system is a distinguishing feature of Oxford. Each college has its own unique character that fosters a sense of community and belonging, providing students with a supportive environment in which they can learn and grow. Students belong both to a college and a department, enabling them to benefit from the resources and



networks of each. Our international reach, and diverse community, enable us to attract students and scholars from around the world. This provides a stimulating and intellectually challenging environment, facilitating the exchange of ideas and knowledge, and the sharing of different lived experiences among the community.

Beyond the University, the city itself is steeped in history, featuring stunning architecture and buildings of significant historic interest, beautiful gardens and parks, libraries and museums. Oxford is superbly situated, with excellent transport links to London, the wider country and the rest of the world, thanks to two mainline rail stations, an extensive coach network, and its proximity to two international airports. The city is also well-known for its primary and secondary educational offering, with excellent options for schooling, which attracts many families to move to the area. We are proud to be a significant part of this vibrant, diverse and culturally rich environment and community.

Alumni Engagement at Oxford

The University of Oxford has 350,000+ alumni in over 180 countries. Our global network is as extraordinary as it is diverse, and comprises people working in every sector imaginable – from politics and business, to medicine, the arts, research and innovation, technology, entrepreneurship and countless more.

Our alumni community is the University's largest stakeholder group, and our best ambassadors both here in the UK and around the world. Our aim is for alumni to remain engaged and involved with the life of the institution long after they have completed their studies, and their ongoing relationship with us is fostered through strong connections with Oxford's constituent colleges, faculties and the central team in Development and Alumni Engagement (DAE). Alumni are encouraged to stay connected to Oxford through a broad range of opportunities, benefits and services at local and global levels, including the chance to continue their lifelong learning and development through a variety of educational programmes.

Alumni also play a key role in the life of the University. We encourage alumni to share their time, expertise, networks and resources by participating in mentoring initiatives, offering internships to current students, supporting research and scholarship initiatives, and contributing to the University in our fundraising endeavours. Alumni play an active part in shaping the future of the University, and in the global Oxford community to which they belong.

The University of Oxford Alumni Board is an informed and engaged global volunteer community of advocates, supporters and influencers who contribute to the long-term advancement of the University and the wider alumni community by sharing their expertise, experience and insights. The Board comprises alumni who bring a wide range of perspectives and expertise to the table – geographic, generational and professional – as well as development and alumni professionals from across the collegiate University. They are a Board of changemakers, helping our Alumni team and the wider institution keep our fingers on the pulse of the community. Board members not only help us to shape how we engage and serve alumni, but also to determine how the alumni body can best remain engaged with the University and support its strategic priorities. In addition to the Board, there are over 180 alumni groups around the world, as well as a number of shared-interest groups.

Development and Alumni Engagement (DAE)

DAE is led by Liesl Elder who, as Chief Development and Alumni Engagement Officer, serves on the University Senior Leadership team and reports to the Vice-Chancellor. DAE's mission is to help secure philanthropic support for the University, and build an engaged, informed and active alumni community. Through working in partnership with academic, development, and alumni colleagues throughout the collegiate University, DAE builds enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and increases financial support for agreed academic priorities.

Within DAE, a highly committed Alumni team supports the strategic priorities of the University and engages with colleagues across Development, Careers, Admissions and Student Services, as well as across the collegiate network and our satellite offices in New York, Hong Kong and Tokyo. This aligns with our vision to work as together for the benefit of staff, students and alumni, as well as society at a local, regional, national and global scale.

The office is one of the central administrative departments of the University, collectively known as University Administration and Services. Due to the nature of its work, DAE collaborates closely with a number of other units and teams, particularly Public Affairs, Finance, Research and Legal.

In 2019, the University and the colleges completed the *Oxford Thinking Campaign*, which raised £3.34bn, and is the most successful higher education fundraising campaign in Europe to date. The University is currently planning its next major campaign and, as a senior member of DAE, the post holder will have a key role to play in helping realise its successful delivery.

For further information please visit: [Development Office \(ox.ac.uk\)](https://development.office.ox.ac.uk) and [HOME | Oxford Alumni](https://home.ox.ac.uk)

DAE is committed to equality and values diversity. The University holds a silver Athena Swan award to recognise advancement of gender equality, representation, progression and success for all.

The role

This key leadership role exists to foster a shared experience among the Oxford alumni community, alongside providing opportunities for collaboration and support in the field of alumni engagement across the collegiate University.

Under the leadership of the Vice-Chancellor, Professor Irene Tracey, we are working on a new strategic plan that will establish her vision and our priorities and ambitions for the coming years. This is an exciting and important time to be joining DAE.

The Director of Alumni Engagement will have the opportunity to develop and deliver a world-leading alumni engagement strategy and programme, building on effective practices, and maximising new ways to ensure that alumni play a core role in the realisation of the University's ambitions and priorities. This will include working alongside senior colleagues to ensure that alumni engagement is a constituent part of the University's next campaign.

The post holder will be highly visible across the University and amongst our global community of alumni, who have long benefitted from their ongoing connection to Oxford. You will inspire alumni to stay regularly engaged with Oxford, fostering a sense of belonging and pride in our global community, and encouraging them to think about how they can continue to play an active role in the life of the University.

The post holder will serve as a member of the DAE Senior Leadership Team, which comprises:

- The Chief Development and Alumni Engagement Officer;
- The Executive Director of Development;
- The Director of Principal Gifts;
- The Director of Global Philanthropy;
- The Director of Alumni Engagement; and
- The Director of Advancement Operations / Chief Operating Officer

Responsible for:	Overall team of 15 Alumni Engagement professionals, embedded within DAE
Key relationships:	Senior members of the Development and Alumni Engagement Office, the Vice-Chancellor, Pro-Vice-Chancellors, Heads of the Academic Divisions and Gardens, Libraries and Museums (GLAM) Directors, Departmental and College alumni and development staff, senior academic and administrative staff as appropriate

The post holder will be based in central Oxford.

The Chief Development and Alumni Engagement officer, as line manager, will regularly review progress. There may be opportunities for career development within the office structure. DAE seeks to support and encourage staff to help them reach their potential, providing access to appropriate courses and training whenever possible, as well as a comprehensive induction process.

DAE's work covers a wide range of activities and priorities which will inevitably change from day to day. All staff operate as a team, and, while each has their own responsibilities, they are expected to assist each other in peak periods.

Development and Alumni Engagement values

The following points lay down the foundations of the working ethos, culture and values of DAE. Aspirational and celebratory in turn, they provide a central framework for individual members of staff and teams, encouraging personal and professional growth.

- **We value each other** – We respect the professional expertise of our colleagues. An approachable, friendly and kind office, we work in an environment where transparency of action and clarity of intent create openness and trust.
- **We work collaboratively** – Whether within our own teams, across DAE, the collegiate University, or beyond, working collaboratively is second nature to us, and enables us to navigate complicated landscapes successfully.
- **We go beyond** – We prize working with a high degree of autonomy and trust, and deliver a wide range of projects to the very highest standards. We are committed to personal, professional development.
- **We are part of something bigger** – Our work supports the strategic priorities of the University of Oxford. We take pride in the contribution we – individually and collectively – make to the University.

Responsibilities

The post holder will report to the Chief Development and Alumni Engagement Officer, and will work closely with the other members of the DAE Senior Leadership Team. The duties of the post are set out as they are envisaged at present, but it will be important for the person appointed to be versatile and adaptable, and able to contribute to the development of the fundraising and alumni engagement function of the collegiate University.

The main duties and responsibilities of the post fall into four key areas:

Shaping University Development and Alumni Engagement strategy

- As a member of the DAE Senior Leadership team, contribute to the enhancement and implementation of a development and alumni engagement strategy for the University
- Coordinate, plan and implement strategies for an inclusive alumni engagement programme, ensuring that the Office's activities contribute demonstrably to the University's strategic priorities, and actively respond to the demographics, expectations, interests and needs of alumni
- Ensure that DAE's strategy and operational focus complements, supports and celebrates alumni engagement activity across colleges, divisions and departments, appreciating their distinctive roles in fostering relationships with Oxford alumni

Leadership and management of alumni activities

- Have high visibility across the institution as the champion for an inclusive, responsive, and strategic Alumni Engagement team and programme – inspiring colleagues across the collegiate University to understand the importance of fostering the alumni community, and serving as the go-to person for best practice and strategic coordination as needed. This work requires exceptional tact and sensitivity, a nuanced understanding of the University and its complexities, an entirely collaborative approach, and open communication at all stages
- Provide overall strategic leadership and motivation to a team of highly professional colleagues to work across the collegiate University and inspire alumni to be informed, engaged and motivated to contribute. Ensure staff operate to the highest professional standards

- Set relevant outcome measures (and associated targets) based on the goals of the Alumni Strategy, and monitor progress towards achieving them
- Ensure the Vice-Chancellor has strong support for alumni engagement activity – working with the Chief Development & Alumni Engagement Officer to share responsibility for staffing her alumni meetings and travelling with her internationally. The post holder will also support the Chief Development and Alumni Engagement Officer in her alumni relationships and activities
- Working with the DAE Senior Leadership Team, ensure staff have all the relevant information and resources they require for successful relationship building
- With the DAE Senior Leadership Team, produce an annual budget and work with the team to ensure that they operate within their budget. Regularly undertake cost/benefit analyses to ensure that funds are spent in the most effective way in the pursuit of strategic outcomes, and that relevant revenue sources are maximised as appropriate

Volunteer management

- Motivate Oxford's Alumni Board to contribute their insights and commitment to alumni engagement at Oxford, and maximise the positive impact of these contributions
- Collaborate with the Board's Chair to set timely and engaging agendas for thrice yearly meetings, report termly to the Board on the activities of the Alumni Engagement team, and invite advice on relevant strategic matters. Ensure that all legal and University requirements are fulfilled, overseeing income from its Trust Pool investments, servicing Board and subcommittee meetings. Coordinate nominations, ensuring that the Board is diverse and representative of the alumni community
- Ensure that the network of Oxford's alumni groups, including shared interest groups and geographical groups in the UK and abroad (currently 180+ active groups), is supported and inspired to engage alumni in their relevant regions and professional areas. This involves a balance of ensuring quality control (ie formal guidelines that conform to current University and legal regulations are followed, and that volunteers receive training), focusing on key outcomes and developing positive relationships with volunteers by listening and responding to their needs, ensuring their contributions are recognised and that they receive appropriate training and support

Developing key working relationships

- Work with direct reports and the DAE Senior Leadership Team to ensure that there is good communication and teamwork between DAE and the academic divisions, departments and major institutions of the University, as well as Oxford's colleges and permanent private halls
- Ensure that communication channels are open with the Conference of Colleges, Development Panel, Heads of Divisions/Departments, and central University departments (such as the Careers Service, the Admissions Office, GLAM etc), appreciating the need to plan strategically with various internal groups to support the impact of alumni engagement
- Maintain awareness of college interests in alumni engagement and fundraising, and work to uphold the fundraising Relationship Management Protocols for the University and the colleges. This will involve developing and maintaining excellent collaborative relationships with the Directors of Development of the colleges of the University, and fundraisers within the University, and liaising with them to ensure that any contact with alumni and prospective donors is well co-ordinated and followed through in an efficient and consistent manner

The post holder will carry out any other duties which are requested by the line manager and are commensurate with the grade of this post. The duties of the post are set out as they are envisaged at present, but it will be important for the person appointed to be versatile and adaptable, and able to contribute to the leadership and development of the fundraising and alumni engagement functions of the collegiate University.

Key criteria for success

After 12 months in post, the successful candidate will have:

- Designed and articulated an Alumni Engagement strategy that is aligned with the University's strategic principles and the University's philanthropic campaign plan, while also meeting the needs of, and inspiring, a highly diverse and global community of alumni
- Galvanised the Alumni Engagement team to deliver on the strategy and work in new and innovative ways
- Ensured that resources are in place to deliver on the above, or that a process to build the resources is designed and underway, as far as possible
- Won the confidence of the Alumni Board and key stakeholders across the University's leadership
- Developed strong working relationships across the international offices, having established opportunities for alignment and collaboration
- Become a trusted and valued colleague and leader within DAE as well as across the wider Oxford collegiate community

Selection criteria

Essential selection criteria

To be assessed by CV/application

Experience and knowledge

- A deep understanding of the ingredients required to develop a world-leading alumni engagement programme
- Experience of designing and executing strategic plans in ways that include, inspire, engage and empower people, and take an organisation forward
- Experience of developing and embedding innovative programmes to bring stakeholder communities together across a complex institution
- Experienced team-leader and manager, with a demonstrable track record of developing individuals and achieving the best outcomes
- Track record of developing budgets and managing resources effectively
- Education to a degree standard

Skills and abilities

- Strong strategic, problem-solving and organisational skills – maintaining a relentless focus on objectives and outcomes – a determined driver of progress
- Strategic and tactical operator, with the ability to plan and manage activity that achieve long-term objectives and brings along colleagues across an institution
- Ability to motivate and lead staff members, setting clear objectives to manage performance
- Effective builder of teams, networks or communities of practice and ability to foster constructive cross-team collaboration
- Ability to identify innovative solutions to problems to bring a wider benefit to the organisation

Attitudes

- Willingness to travel, both within and outside the UK, and weekend or evening working

To be assessed in interview

Experience and knowledge

- Experience of mastering considerable detail quickly and handling several activities simultaneously, balancing competing priorities, timelines and with a variety of stakeholders
- Experience of designing and managing organisational change successfully, balancing sensitivity and inclusivity with an approach that is pragmatic and delivers results – and an ability to balance different views to reach outcomes that are in the best interest of agreed strategic objectives

Skills and abilities

- Excellent interpersonal skills, highly literate with the ability to work collaboratively and build trust with senior leadership, staff, faculty and with a range of global alumni – adapting communication style and approach in response to diverse audiences
- Resilient, proactive and collaborative nature, with the ability to make sound judgement calls and manage difficult conversations
- Highly developed emotional intelligence and a growth mindset

Attitudes

- An inspiring champion for the value of fostering an engaged alumni community
- An inclusive, creative, approachable and confident professional
- Attuned to the sensitive nature of issues arising from the complex relationships and operational models in our highly devolved collegiate University, and a willingness actively to understand and account for a wide range of strategic priorities
- Intellectual curiosity, being innovative and solutions-orientated, and with a can-do attitude

Desirable selection criteria

- Experience in a similar role, preferably as a leader in alumni engagement
- Broad interests and a deep appreciation of the academic endeavour

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we have not done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject to a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Travel outside of Europe or North America on University Business

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

How to apply

This appointment is being managed by an external recruitment specialist agency. To apply for this role and for further details, including a job description and person specification, please contact:

William Pringle
Partner, Head of Charity, Arts, Culture & Heritage Practice
Berwick Partners
+44 (0) 207 518 2635 / +44 (0) 7515 919 648
William.Pringle@berwickpartners.co.uk

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to submit a CV and a letter of application. The cover letter must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please submit all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly at

recruitment@devoff.ox.ac.uk

To return to the online application at any stage, please go to: <https://www.recruit.ox.ac.uk/>.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.