Senior Development Officer (Alumni Relations)

Candidate Information Pack

May 2021
The Alumni & Development Office

The Alumni & Development Office at Queens’ College is responsible for fundraising and alumni and supporter engagement.

The office is situated centrally in College, with scenic views of the river Cam, the famous Mathematical Bridge and buildings dating as far back as 1448.

Our department is responsible for raising regular and major philanthropic gifts both from alumni and non-alumni, as well as fostering lifelong relationships between the College, its alumni and supporters, ensuring that the global community of more than 13,000 alumni is informed about new developments in College and actively engaged with its aims.

We work collaboratively with Cambridge in America (CAm) and the Cambridge University Development & Alumni Relations Office (CUDAR) in order to maximise philanthropic opportunities for Queens’.

Ongoing support and training for development professionals is often provided by the Cambridge Colleges Development Group (CCDG).

Our Mission

Our mission is to increase alumni engagement and to support the College in delivering its strategic aims by ensuring that the financial resources required to realise these are made available through philanthropy and increased donor participation.

Our fundraising aims to support student bursaries, Fellowships, the general costs of delivering first class education in a historic setting, and to increase our endowment, upon which we largely depend.

About us

Queens’ has one of the most successful development programmes in Collegiate Cambridge and it is therefore expanding its Alumni & Development Office team. The Alumni & Development Office is a dynamic, progressive and stimulating place to work. It is immersed in the life of the College and has regular interactions with other departments, Fellows and students. Our team has a strong work ethic and a keen understanding of the importance of innovative and collaborative working practices.

The department’s success is based on the collective efforts of its staff under the direction of the Head of Department and the Development Director. We encourage different perspectives and invest in our team. We are proud to work for one of the most well-known, diverse and widely respected colleges in Cambridge. Our team plays a particularly important part in upholding the College’s good reputation in all our interactions with its members.
**Role Summary**

This role is responsible for managing all aspects of relations with our alumni and friends. The focus will be on enhancing and directing the current programme of engagement, partly through establishing and managing a new alumni advisory body, building on the Queens’ Global Network and designing a new events strategy for old members, including member privileges. Continual assessment of the programme and the ability to adapt to changing needs and tastes will be important. The post-holder is also responsible for strategising communications with alumni and friends, using all forms of media including publications, social media, website, e-newsletters, LinkedIn etc, working closely with the Development Officer – Alumni & Donor Communications.

This is an exciting role within a dynamic office and requires understanding of the College’s strategies, excellent inter-personal and communication skills, as well as proven experience of planning, promoting and managing events.

Teamwork, tact, research, preparation, good IT skills, having a positive attitude and attention to detail are also vital.

The role holder will report to the Head of Department and Development Director.

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**Team Chart**

*Alumni & Development Office, Queens’ College*
## Job Description

### Key duties and responsibilities:

**Alumni Relations:**
- Establish, manage and liaise with an alumni advisory body
- Conduct feedback surveys
- Manage strategy for alumni communication/publications
- Oversee the work of the Development Officer – Publications & Fundraising Communications
- Manage member privileges
- Manage the Queens’ Global Network, which includes establishing and maintaining relationships with regional alumni representatives/volunteers to provide a global programme of alumni events. This includes creating new international alumni groups who can have regular gatherings in their area and remain connected to the College.
- Manage LinkedIn groups
- Run the Queens’ Business Contacts Network for students, based largely on LinkedIn
- Set up new societies where there are gaps in the current provision for alumni, such as sport and music societies etc.
- To undertake any other duties and responsibilities appropriate with the post as directed by the Development Director and Head of Department.

**Event Management:**
- Manage the strategy for the alumni events programme including The 1448 Society, The Arthur Armitage Society and Garden Party; in addition to new webinar and participation events.
- Promote and publicise alumni events on behalf of the A&D Office with alumni and Fellows to ensure good attendance levels. Travel to host events in the UK and perhaps abroad will also be important.
- Ensure each event exhibits the highest levels of customer service, and delivers the high standards expected by the College and our alumni, friends and prospective donors; this requires effective communication with other College departments and external venues.
- Attend and host events as required to network with alumni/guests as appropriate
- Recruit and manage event speakers
- Liaise with, and assist, regional and student event organisers as required
- Responsible for the creation and delivery of a selection of virtual events
- Provide regular event status updates to the Head of Department
Person Specification

Qualifications, Skills and Experience

**Essential:**

- Well-educated, preferably to degree level, or equivalent
- Able to think strategically about alumni relations
- Able to promote interest in the goals of the College amongst alumni and friends
- Proven experience of planning, promoting and managing events
- Excellent inter-personal and communication skills, with the ability to liaise effectively with people at all levels, ages and of varying backgrounds
- Meticulous attention to detail and accuracy
- Able to act independently and decisively when situations demand
- Excellent IT skills, including knowledge and experience of fundraising databases (preferably Raisers Edge)
- A self-motivated person with a positive attitude
- Able to demonstrate all round flexibility and be prepared to work outside of normal hours when necessary

**Desirable:**

- Experience of working in a collegiate and/or charitable organisation, preferably in alumni relations
- Raisers Edge database experience
- Marketing and/or advertising/promotional experience
- Familiar with GDPR
Remuneration and Benefits

Hours of work:
Basic hours are 36.5 per week, Monday to Friday (actual hours to be agreed). There will be a requirement to work additional hours for attendance at events, evenings and weekends (this may include travel within the UK), for which time off in lieu [TOIL] will be granted.

Salary:
£32,892-£35,931 per annum depending on skills & experience. This is a three-year fixed term position.

Pension:
Membership of the College contributory, final salary pension scheme after a qualifying period.

Holiday:
26 days per annum plus public holidays

Other Benefits Currently Offered:
- One free meal per day is offered during working hours (when College kitchens are open)
- Free annual health checks
- Free access to Physiotherapist
- Subsidised sports and social events
- Various sporting facilities
- Access to University Card which offers subsidised travel on U bus between Madingley Road Park and Ride and College
- Discounted membership of dental care and medical insurance schemes available
- After qualifying periods, length of service award and additional holiday entitlement