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

The Alumni Relations Manager will manage all aspects of the College’s extensive network of alumni and friends across the globe. They will also promote and deliver a modern programme of engagement which serves to keep members informed about and connected to the College.

The Alumni Relations Manager will be the first point of contact for 13,000 members of the Queens’ Global Network and will be responsible for managing the new Alumni Advisory Group. The role holder will report to the Head of Department and Development Director.

Team Chart

Alumni & Development Office, Queens’ College
Job Description

Key duties & responsibilities:

Alumni Relations:

- Managing all aspects of relations with the College’s alumni and friends
- 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 the Alumni Advisory Group (AAG), administer its meetings and liaise with AAG members when required.
- Manage member privileges and 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.
- To undertake any other duties and responsibilities appropriate with the post as directed by the Development Director and Head of Department.

Event Management:

- Manage and ensure delivery of the alumni and friends’ events programme, both in-person world-wide events and online events.
- Attendance at events will be required. The role holder will also be required to travel to host events in the UK (e.g. London) from time to time.
- Ensure each event exhibits the highest level 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.
- Liaise with and assist regional and student event organisers as required.
- Provide regular event status updates to the Head of Department.
Person Specification

Qualifications, Skills & Experience

Essential:

• Excellent inter-personal and communication skills, with the ability to liaise effectively with people at all levels, ages and of varying backgrounds
• Able to promote interest in the goals of the College amongst alumni and friends
• Ability to deliver a wide variety of events
• 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 Raiser’s Edge)
• A self-motivated person with a positive attitude particularly during periods of high pressure
• Able to demonstrate all round flexibility and be prepared to work outside of normal hours when necessary
• Well-educated, preferably to degree level, or equivalent

Desirable:

• Experience of working in a collegiate and/or charitable organisation, preferably in alumni relations
• Raiser’s 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). Flexible working opportunities are available. 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:
£29,668-£30,150 per annum depending on skills & experience.

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
- 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

Investing in our staff:
Queens’ is supportive of continuous professional development and suitable opportunity for training and development will be provided.