

Engagement Assistant - Philanthropy, Alumni and Supporter Engagement

Job Ref: REQ240260

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

Marketing and Advancement focuses on strategic and tactical activities to raise the university's profile with our stakeholders, inspire potential students, connect with alumni and competitively position the university nationally and internationally.

Job Description

Job Grade: Administrative Services Grade 4 from

Job Purpose

To carry out a wide range of administrative duties to support the delivery of engagement activities with university alumni.

Job Duties

- To act as first point of contact for enquiries in person, by telephone or by email and to take appropriate action promptly. This will include dealing with students, university members of staff and staff from external organisations, as well as alumni.
- To provide administrative support for key engagement activities, including organising and supporting meetings, collating papers and documentation.
- Support administrative processes associated with the recruitment of volunteers for key voluntary positions such as the Alumni Advisory Board and International Alumni Ambassadors.
- To take responsibility for the preparation of agendas, papers and minutes for the Alumni Advisory Board. Support members of the Alumni Advisory Board to carry out their duties by arranging meetings, providing briefings and general advice as required.
- Provide research and administrative support for activity associated with the University's Honorary and Distinguished Alumni award processes, Sport Hall of Fame and National Honours award submissions.
- To manage inputting of data to the alumni database (Raiser's Edge) and to support the Engagement and wider Marketing and Advancement teams by producing data reports and analysis.

- To support the organisation and management of alumni visits to campus and other alumni engagement events.
- To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position.
- Undertake any other duties as appropriate to the post.

Points to note

- The post holder must be willing to work some evenings and weekends as the job requires
- The post holder must be willing to undertake occasional UK travel

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Assistant Head, Philanthropy, Alumni and Supporter Engagement (Philanthropy, Alumni and Supporter Engagement Lead)

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a busy office environment	1,3
	Experience of working individually and as part of a team	1,3
	Experience of working with large databases and maintaining accurate electronic records	1,3
	Experience of working with external organisations/ customers/ stakeholders	1,3
Skills and abilities	Excellent interpersonal, organisational, verbal and written communication skills	1,2,3
	Excellent practical IT skills, including Microsoft Office and Outlook	1,3
	The ability to use initiative, be proactive, prioritise workloads and keep to deadlines	1,3
	Able to communicate with a range of people at different levels in a professional manner.	1,3
	Able to maintain confidentiality and be diplomatic in sensitive situations	1,3
	Able to work with accuracy and attention to detail	1,2,3
Training	A willingness to undertake further training as necessary	1,3
Qualifications	A level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Commitment to working within the bounds of Data Protection legislation	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of working in large and complex organisations	1,3
	Experience of minute taking	1,3
	Experience of event organisation	1,3

Conditions of Service

The position is full time permanent position. Salary will be on Administrative Services Grade 4 from £23,700 to £27,181 per annum, starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>