

## **ENGAGEMENT OFFICER (International)**

**Job Ref: REQ250899**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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

### **Job Description**

**Job Grade: Administrative Services Grade 5**

### **Job Purpose**

**To support the development of activities and initiatives that facilitate engagement and build relationships with the University's international alumni community to harness their time, expertise and influence in support of the University's strategic priorities.**

### **Job Duties**

- Working with the Engagement Manager (Volunteering) to develop and maintain a programme of activities that support and engage global alumni and global alumni communities through communications and events.
- Develop and maintain, on an ongoing basis, relationships with Global Alumni Ambassadors, relevant members of the Alumni Advisory Board and internal University departments and staff to identify and execute international volunteering opportunities and engagement activities.
- To respond to enquires received by alumni and take appropriate action, particularly monitoring WhatsApp chats and international social media platforms (i.e. WeChat, Weibo).
- To directly ask alumni and supporters to engage, volunteer and support the University, and to develop and write proposals or materials, as appropriate.
- To support the recruitment process for new Global Alumni Ambassadors
- To maintain accurate records using standard office procedures and the Raiser's Edge database. Ensure administrative records, systems, and processes are accurate, current and continually developed including supporting Raiser's Edge database development.
- Other duties as may reasonably be required, including line management of placement/temporary staff as required.

### **Other**

- The postholder must be willing to undertake occasional UK and international travel.
- Must be willing to work evenings and some weekends as the job requires.
- To provide cover and support 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 and the relevant line manager.

**Points To Note**

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 Engagement Manager (Volunteering).

## 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 relationship building with individuals and/or groups of stakeholders	1, 2, 3
	Experience of using a CRM system/database	1, 3
Skills and abilities	Strong verbal/interpersonal/written communication skills and the ability to operate tactfully and diplomatically at all times.	1,2,3
	Excellent administrative and IT skills including familiarity with the Microsoft suite of applications	1, 3
	Positive, enthusiastic and flexible approach	1,2,3
	Able work under pressure and meet competing deadlines.	1, 3
	Ability to work independently and as part of a team	1, 3
	Awareness of handling sensitive data and UK data protection legislation.	1, 3
Training	A willingness to undertake further training as appropriate and to adopt new procedures as and when required.	1, 3
Qualifications	A-level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1, 3
	Willingness to work flexibly and to work occasionally out of hours as and when required.	1, 3
	Willingness to travel occasionally in the UK and internationally as required.	1, 3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a large, complex organisation	1, 3
	Experience of working in a Higher Education environment	1, 3
	Experience of working internationally	1, 3
Skills and abilities	Experience of the Raiser's Edge database	1, 3
	Experience of using social media (including WhatsApp and WeChat)	1, 2, 3

	Ability to speak other languages (Mandarin Chinese preferred)	1, 3
	Experience of organising international in-person or virtual events	1, 3

## Conditions of Service

The position is FULL TIME and FIXED TERM. Salary will be on Administrative Services, Grade 5 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 1-5 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 can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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/>

## Applications

The closing date for receipt of applications is 31 October 2025.