Job Description and Person Specification

**Job title:** Alumni Relations and Events Officer

**Responsible to:** Alumni Relations Manager

**Contract type:** Permanent, full-time

**Job Grade:** 2

**Duties and Responsibilities**

As the Alumni Relations and Events Officer, you will have a variety of responsibilities and duties, including the following:

**Alumni Relations**

- Act as the first point of contact for alumni enquiries through efficient management of the shared inboxes, answering emails and phone calls personally or directing them to relevant colleagues as appropriate
- Provide a warm welcome to alumni wishing to visit the College, helping alumni book on to term-time lunches and dinner on ad hoc basis and offering tours as requested
- Ensure that alumni details, including communications preferences, are up to date on the Database (DARS – Development and Alumni Relations System)
- Attend events and represent the College in a friendly and professional manner
- With the support of the Communications Manager and Alumni Relations Manager, enhance alumni engagement via social media including posts regarding College and alumni news, activities and events
- Contribute to the production of termly e-newsletter by reporting on recent alumni events
- Using discretion in dealing with sensitive and confidential information

**Event Management**

- Support the Alumni Relations Manager with all aspects of event planning, management and delivery of busy programme of events including graduation ceremonies, reunion dinners and Gaudies, family-friendly garden party and academic talks
- The role takes the lead and responsibility of its own specific events within the programme:
  - Garden parties for 2nd year students and finalist leavers
  - the Keble Rowing Society Dinner
  - the Entrepreneur events (most often held in London)
  - Young Alumni event
  - Festival of Sports for current students and alumni
- Attendance management: issuing invitations, collecting responses, preparing guest lists, logging dietary and other special requirements, and drafting risk assessments
- Prepare briefing material, menu cards, seating plans, place cards, name tags and signage for large events and smaller functions
- Prepare online booking forms and monitor the online booking system (Microsoft Forms or DARS)
- Prepare and update the instructions on the internal College diary (Keble uses Kinetics software to manage events) and share them with the relevant departments
Other Responsibilities

- Establish effective working relationships with the Director of Development, Alumni and Development Office team colleagues, Fellows, support staff and key volunteers - Year Group Representatives and those contributing to the organisation of alumni groups including the Keble Association, Keble Rowing Society and alumni sports teams (Ghosts)
- Represent the team at weekly operational meetings updating other internal teams on alumni event requirements
- Attend termly University-wide Alumni Relations meetings organised by the central alumni team and collaborate with the Alumni Relations representatives within other colleges and the University
- Undertake any necessary training identified and continuing professional development in order to stay up to date professionally and participate in an annual review of professional development and performance
- Provide support where appropriate when team members are out of the office
- Any other duties, requested by the line manager or the Director of Development, that are commensurate with the grade of the post

Person Specification

We recognise that you may yet to have have a significant amount of formal work experience and will consider candidates who meet the job description through voluntary positions or other unpaid or informal experience.

Essential

- Experience of working in a customer-facing role
- Experience of relevant office administration and/or events experience
- Excellent interpersonal skills and the ability to communicate with internal and external contacts at all levels
- Ability to prioritise a busy and varied workload and stay calm under pressure
- Ability to manage a diverse workload and to work to deadlines
- High level of accuracy with attention to detail and a passion for excellent standards
- Confidence to work without supervision, and to work flexibly as a member of a small team
- Strong IT skills, including Microsoft Office, Teams and Outlook
- Flexibility in working practices (the post-holder will be required to attend evening/weekend events)
- Readiness to work within the structure and traditions of the College and the University and a willingness to contribute to the College’s unique community

Desirable

- Experience in higher education or the wider charitable sector
- Experience of maintaining effective administrative systems with the ability to identify fresh approaches to streamline processes
- Experience of working within a fundraising, alumni relations or events environment
- An interest in pursuing a career in alumni relations, event management or fundraising
Benefits of working with us

- Weekly contracted hours of 36.25 per week. Attendance at off-site events outside normal office hours including evenings and weekends will be required. Some UK travel may also be required.
- 38 days annual leave (including Bank Holidays)
- Free meals whilst on duty (staff and students eat in our magnificent Dining Hall)
- Discounted bus tickets to travel to work (c.5% discount)
- Interest-free loan to purchase a bicycle for work
- Contributory University Pension scheme (Oxford Staff Pension Scheme)