



## **Job Title: Alumni Relations Officer**

### **Role Summary**

**About UCD Foundation:** UCD Foundation works to support University College Dublin in its pursuit of world-class education, teaching, research and innovation. The Foundation is engaged in fundraising activity for transformational, multi-year development programmes.

**Purpose of the role:** As the Alumni Relations Officer, you will take ownership of the Alumni Volunteering & Student Engagement Programme, and support the broader UCD alumni engagement strategy. You will act as a key representative of the Foundation, cultivating meaningful relationships with students and alumni, coordinating initiatives that align with institutional priorities. The role requires strategic planning, exceptional communication, and operational excellence to enhance alumni experiences and meet programme KPIs.

To further enhance its mission, UCD Foundation is seeking an experienced and dynamic Alumni Relations Officer to lead and grow student and alumni engagement and volunteering initiatives. This role requires a proactive, flexible, resourceful, and strategic professional to help drive impactful programmes and deepen the connection between students, alumni and the University. This role reports to the Alumni Relations Senior Manager.

### **Key Responsibilities & Duties:**

#### **Alumni Volunteering & Student Engagement Programme Management**

- Support the planning, development, and execution of the Alumni Volunteering & Student Engagement Programme, ensuring robust engagement and meaningful connections within and across the UCD student and alumni communities.
- Collaborate with internal and external stakeholders, including UCD academic and administrative departments, UCD Global, UCD Student Societies, and external suppliers, to integrate volunteering opportunities into wider institutional and alumni engagement strategies.
- Oversee the recruitment, onboarding, and retention of a diverse network of student and alumni volunteers through strategic outreach and training initiatives.
- Research, plan, and deliver a mix of virtual and face-to-face volunteering opportunities to ensure inclusivity and maximise engagement.
- Implement effective recognition and engagement strategies to ensure the sustainability of student and alumni volunteer contributions.
- Manage recruitment and coordination for the UCD Festival Crew, including volunteers and paid staff, with support from UCD colleagues and external suppliers.

#### **Strategic Communications and Engagement**

- Champion the Alumni Volunteering Programme, ensuring its goals and impact are clearly communicated both internally and externally.
- Design and deliver targeted communications to alumni, leveraging email campaigns, social media, and other platforms to promote volunteer opportunities and build a strong sense of community.
- Collaborate with the Alumni Relations and Communications teams to integrate volunteer messaging into broader alumni engagement initiatives.



- Support the coordination and delivery of mentoring programmes, buddy initiatives, and other student-alumni engagement activities.
- Contribute to the successful delivery of key alumni events, including Annual Conferring Ceremonies.

#### **Data Management and Reporting**

- Maintain and enhance data quality within the CRM, ensuring that all student and alumni engagement activities are accurately recorded and reported.
- Prepare monthly reports on volunteering and engagement metrics and contribute to board papers, annual reports, and university-wide publications.
- Develop and deliver regular reports on volunteer activity, programme outcomes, and KPIs to inform decision-making and demonstrate impact.
- Ensure policies and procedures for student and alumni volunteering are in place.

#### **Team Collaboration and Leadership**

- Serve as the primary point of contact for student and alumni volunteering queries, providing exceptional customer service and fostering positive relationships.
- Manage relationships with third-party suppliers and support the development of student and alumni engagement in collaboration with colleagues.
- Actively oversee the training and management of Student Alumni Relations Ambassadors.
- Act as a trusted advisor and advocate for alumni engagement across the University, collaborating with colleagues to align efforts with strategic priorities.
- Provide guidance and mentorship to junior team members, fostering a culture of excellence and innovation.

#### **Person Specifications & Qualifications:**

##### **Education Standards:**

- A bachelor's or master's degree, with a preference for additional certifications in alumni relations, marketing, volunteering or nonprofit management.

##### **Requirements:**

- Experience in alumni relations, volunteer management, event management and/or communications.
- Demonstrated ability to manage projects with strategic impact, including planning, execution, and reporting.
- Strong communications and marketing skills with demonstrated ability utilising digital communications.
- Strong organisational and project management skills, with attention to detail and the ability to meet deadlines.

##### **Desirable Skills:**

- Experience with CRM systems and data management; familiarity with Raiser's Edge is an advantage.



**Personal characteristics/competencies:**

- Excellent communication and interpersonal skills, with a proven ability to build relationships with diverse audiences.
- A passion for volunteering and a deep understanding of the value of lifelong connections between institutions and their volunteers.
- Strong administration and organisation skills.
- Self-motivated, enthusiastic, flexible and driven.
- Capable of working on own initiative and driving strategic improvements.
- Capable of dealing with potential problems in a calm and assured manner.

**Desirable attributes:**

- Experience delivering volunteer programmes for a non-profit organisation.

**What You Can Expect from Us**

UCD Foundation is excited to be adding this role to our team. In return for enthusiasm and a willingness to learn from your colleagues, you can expect the opportunity to develop and thrive in a positive and collaborative work environment where each team member's contribution is valued and acknowledged.

We are committed to providing you with the knowledge and experience that will equip you to carve out a career in finance and not-for-profit operations, as well as transferable skills that would be attractive to future employers across every sector.

UCD Foundation employees are located on the UCD Belfield campus. We take a hybrid approach to being on site with three days a week on site and up to two days a week working from home (there may be a requirement to be on site for additional days during probation period and as required by the role, for example, during Conferring Weeks).

**Salary and Benefits:**

- Attractive basic salary – (€38,000 to €43,000 depending on experience)
- 21 days annual leave plus additional days (i.e. Good Friday, Christmas period)
- Opportunities for 'time in lieu' for specific volunteering days
- Generous paid sick leave entitlement
- Pension – defined contribution – 10% employer contribution, on completion of a successful 6-month probationary period
- Employee assistance programme
- Cycle-to-work scheme
- Hybrid Working. Up to two weeks remote working. Opportunity to take unpaid leave over the summer (max two weeks).
- Reduced employee rates for UCD Sports & Fitness
- International partnerships and knowledge networks (e.g. CASE membership, Charities Institute)



### **Additional details/ Application process**

The contract for Alumni Relations Officer is initially for three years subject to a satisfactory probationary period. The successful candidate will be subject to a probationary period of six months.

All applicants must have the right to work in Ireland.

To apply, please **submit your CV and a cover letter** outlining your relevant experience and why you are a suitable candidate for this position to Caroline Doran, Human Resources Manager, via email, [caroline.doran@ucdfoundation.ie](mailto:caroline.doran@ucdfoundation.ie) with the subject line 'Application: Alumni Relations Officer.

The closing date for applications for this role is **Monday, February 3rd, 2025**

***UCD Foundation is an equal opportunities employer which welcomes applications from any individuals with the relevant skills and abilities to help make its diverse workforce more effective.***

Further information on the work we do can be found on the following websites: [www.ucdfoundation.ie](http://www.ucdfoundation.ie) [www.ucd.ie](http://www.ucd.ie)