

Further Particulars

Alumni Engagement Officer

£25k - £32k per annum

Lady Margaret Hall, a college of the University of Oxford, was founded in 1879 with a dual passion for learning and for equality. Today, the college continues to live out this pioneering vision. Since 1978 LMH has been a co-educational academic community of 400 undergraduate and 200 postgraduate students, committed to research and scholarship and to effective, highly personalised teaching and learning for students from all backgrounds.

Development Office

LMH has had a dedicated Development Office since 1995, working to strengthen and develop the relationship with its 8,000 alumni. There is a full and varied programme of events and publications through which former students are kept up to date with life at LMH today. Fundraising from alumni is an important function of the office.

The Development Office exists to encourage and facilitate the engagement of the maximum number of alumni with the college community around the world through attending events, and giving money, gifts in kind, time and expertise.

This is done in support of the college's mission and because it benefits current students, alumni, and the college community and provides resources for the effective day-to-day running and long term future of the college.

Alongside the development of its next fundraising strategy, the college wants to re-shape its Alumni Engagement Strategy, encompassing events, communications and alumni volunteering. As the means through which the College can build meaningful relationships with alumni, alumni engagement is vital to the long-term success of LMH. A new strategy will, in part, be informed by recent qualitative alumni research.

A key objective for the post-holder will be to contribute significantly to the development and implementation of this strategy with the Development Director, other members of the Development Team, and with our alumni volunteers.

There are currently 6 full-time members of the Development Team: Development Director, Deputy Development Director, Development Manager, Alumni Engagement Officer, Database Officer (P/T) and Development Assistant.

The role (main purpose):

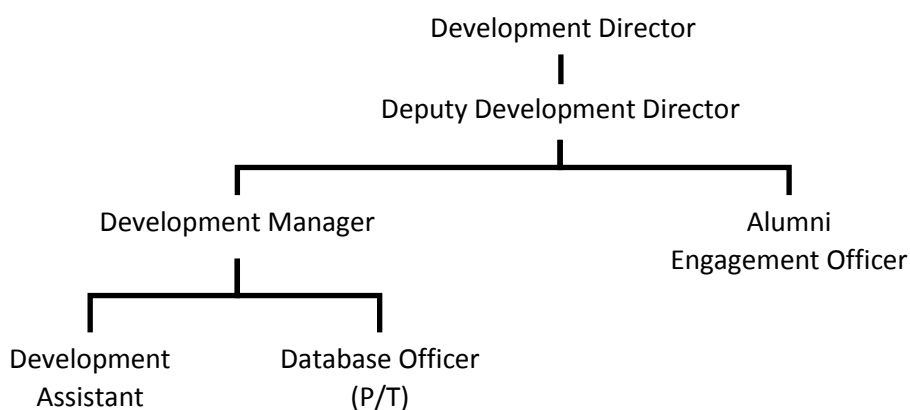
The Alumni Engagement Officer is an integral part of the Development Team, keeping in regular contact with alumni and friends via a varied events and communications programme. The aim of this role is to maintain and strengthen the relationship between alumni and LMH.

The main purpose of the Alumni Engagement Officer is to plan, implement and manage the programme of Alumni Engagement for the College and be involved with and support other college development initiatives as required. This will involve: organising events in College, the UK and overseas; developing alumni engagement through attending events and volunteering, and managing a co-ordinated communications programme involving all relevant media.

The role requires a candidate with an enthusiastic personality and the ability to manage a dynamic and busy workload. The team receives administrative support from the Development Assistant

Reporting to : Deputy Development Director

1. **Working with:** Development team members, support staff in all functional areas of the College, Alumni, LMHA Committee members, Fellows and students



Roles and Responsibilities

- Be the main point of contact for all alumni and volunteers handling communications by phone, email and social media.
- With the Deputy Development Director develop event schedules and content and identify and book speakers and venues likely to be attractive to alumni.
- Manage and develop the college's programme of alumni and donor events, held in Oxford, the UK and around the world.
- Ensure, with the support of the Development Assistant, that all records of bookings, attendance and interactions with alumni are maintained on the DARS database.
- Develop and implement an Alumni Volunteering Strategy which will include designing and delivering effective volunteer programmes and a volunteer stewardship programme.
- Develop and implement a cost effective alumni research programme to inform the ongoing development of the Alumni Engagement Strategy.

- Engage alumni through digital platforms including, but not limited to, social networking sites, social media, e-newsletters, the college website, broadcasting content from events, and the delivery of interactive webinars.
- Co-ordinate the production and distribution of alumni publications produced by the office and support the production of The Brown Book (The annual college record which is edited by a volunteer member of the Lady Margaret Hall Association (LMHA)).
- Write copy for publications (etc.) as necessary.
- Identify, introduce, monitor and report on success metrics for alumni engagement activities.
- Use the Development and Alumni Relations database (DARS) to an expert level (training will be given as necessary). Specifically: create and run queries; segment and export data, and analyse and report on alumni engagement activities.
- With the Deputy Development Director, work alongside and support as necessary, the LMHA committee and attend all LMHA committee meetings.
- Within College, develop relationships with the Conference Team, Catering, Bursary, the Lodge and other staff, to ensure that internal events proceed smoothly and efficiently.
- Ensure that events are logged on the internal conference booking system (KX).
- Attend meetings of University and College Alumni Officers, to keep conversant with event, publication and general alumni activity being fostered within the Oxford community.
- Maintain full awareness of, and act in accordance with, legislation concerning data protection and its impact upon communication with alumni.
- Attend alumni engagement events and committee meetings in Oxford and around the UK. If these meetings are in the evening or at weekends time off in lieu will be given.

Person Specification

What we are looking for in your application and at interview

- You have experience in an events, volunteer and supporter engagement and / or a marketing / events role.
- You have the ability and or experience to develop an Alumni Engagement Strategy with success metrics.
- You have experience of engaging, managing and motivating volunteers.
- You are great with people and inspire confidence in those you interact with.
- You have discretion and the ability to maintain confidentiality.
- You are creative and your written English is excellent.
- You have written engaging copy for print and online.
- When you are confronted with a problem you enjoy looking for and implementing solutions.

- You are proactive and adapt well to changing circumstances, taking the initiative where necessary but also knowing when to check things with other members of the team.
- Your work is accurate and you pay attention to the details.
- You are inquisitive and have a desire and ability work with systems and procedures and also to improve them.
- You are able to manage a number of tasks and events at the same time and not miss the deadline for any of them.
- You are happy to delegate tasks to others.
- You have huge amounts of common sense and work logically and methodically.
- You are able to work well on your own but also really enjoy being part of a team.
- You can command and maintain the respect and confidence of staff in different parts of the College, on whom the office relies for the successful execution of events.
- You have experience of working with our database (DARS) or other supporter or customer databases.
- You are aware of communications best practice and data protection regulations.
- You are really good with Microsoft Word, Excel, Outlook and publisher (or other equivalent packages).
- You understand and believe in the value of higher education and the issues that face the sector and the University of Oxford and its colleges in particular.

Terms and Conditions

The salary will be £25,000 - £32,000 per annum, depending on experience, for a 37.5 hour week (usually 8.30am – 5.00pm with 30 minutes for lunch (with flexibility)). Benefits of working for the College include 35 days holiday (including bank holidays), the option to join a University pension scheme and one free meal whilst on duty and the kitchens are open.

The post is to be filled as soon as possible. This is a full time permanent position. There will be an initial probationary period of six months. Applicants must be eligible to work in the UK.

To apply for this position, please complete an application form and equal opportunities monitoring form, available from <http://www.lmh.ox.ac.uk/about-lmh/jobs> and send this by email to recruitment@lmh.ox.ac.uk, or post to the HR Office, LMH, Norham Gardens, Oxford, OX2 6QA.

A principal aim of this College's Equal Opportunities Policy is to ensure that in the recruitment, selection, training, appraisal, development and promotion of employees, the only consideration must be that the individual best meets, or is likely to meet, the requirements of the programme or course or post.

Lady Margaret Hall is committed to provide a learning, working and social environment in which the rights and dignity of all its members are respected, and which is free from prejudice, intimidation and all forms of harassment, including bullying. We seek to ensure that no-one suffers, either directly or indirectly, as a result of discrimination.

Lady Margaret Hall has a range of family friendly policies.

The closing date for receipt of applications is 9am on Monday 19th February 2018.

First interviews will be held on Tuesday 27th February with second interviews on Tuesday 6th March.