

University of Melbourne Advancement  
Faculty of Medicine, Dentistry and Health Sciences

## Head of Alumni and Stakeholder Relations

POSITION NO	0039292
CLASSIFICATION	HEW 9
SALARY	\$108,555 - \$112,943 p.a.
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full time (continuing) position
OTHER BENEFITS	<a href="http://hr.unimelb.edu.au/careers/working/benefits">http://hr.unimelb.edu.au/careers/working/benefits</a>
CURRENT OCCUPANT	New
HOW TO APPLY	Online applications are preferred. Go to <a href="http://hr.unimelb.edu.au/careers">http://hr.unimelb.edu.au/careers</a> , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Oonagh Kane Acting Director of Advancement Faculty of Medicine, Dentistry and Health Sciences Tel +61 3 8344 1961 Email <a href="mailto:oonagh.kane@unimelb.edu.au">oonagh.kane@unimelb.edu.au</a> <i>Please do not send your application to this contact</i>

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## ***Position Summary***

Reporting to the Senior Director, Advancement (MDHS) the Head of Alumni and Stakeholder Relations performs a critical role within the MDHS Advancement Unit, and is responsible for the development and implementation of the Advancement office's strategies for stakeholder relations, including a program of alumni relations, communications and events for the Faculty. The incumbent will be responsible for ensuring that the MDHS strategies for engagement and stakeholder relations and the subsequent programs and activities, are in line and coordinated with University's advancement strategies.

The position's main accountability will be to manage a team of Advancement professionals responsible for delivering a strategic and coordinated program of events and communications that is focused on maximising engagement with alumni and other internal and external stakeholders. In order to do this the incumbent will work closely with the Senior Director, Advancement and the Deputy Director, Development to develop and implement a strategic plan that delivers on the Faculty's goals for stakeholder relations. In addition, the incumbent will work closely with the Dean, Deputy Dean and Associate Dean to support the development of relationships between MDHS Advancement and its partners.

The Alumni and Stakeholder Relations team is core to the success of MDHS Advancement's goals and the incumbent is expected to manage the team to ensure consistent high quality delivery of all its programs.

High-level relationship development and interpersonal skills, staff and volunteer management skills, the ability to prioritise tasks and to influence colleagues and stakeholders are critical to the effective delivery of this role. The role requires high levels of diplomacy, a high level of attention to detail, and a sound understanding of IT and other systems that support the management of stakeholder engagement programs, such as the alumni database and event management systems.

## ***1. Selection Criteria***

### **1.1 ESSENTIAL**

- A post-graduate qualification in a relevant discipline with extensive experience in alumni relations, communications and/or event management, or an equivalent combination of relevant extensive experience and education/training.
- Demonstrable record as a successful manager able to operate in a large, complex organisation.
- Outstanding oral and written communications skills, and demonstrated ability to create programs and communications to engage external audiences including alumni, supporters, donors, volunteers and friends of the University.
- Proven ability in budget management and planning processes with excellent conceptual and analytical skills.
- High-level interpersonal skills, with demonstrated ability to develop relationships at all levels, including the ability to determine client needs in an influential and efficient way.
- Experience working with volunteers to achieve identified outcomes and understanding of strategies to manage volunteers effectively.

- Experience leading a team in a fast paced environment, to deliver high quality results and enable a high level of staff satisfaction and motivation.
- Experience developing and managing engagement programs, including events locally and internationally, projects and communications to achieve strategic outcomes in time and within budget.
- High level of knowledge of and experience in strategic and operational planning and the organisational skills to ensure successful delivery of programs and services.
- High level of attention to detail and exceptionally high standards of accuracy and the ability to prioritise competing deadlines and assignments.

## 1.2 DESIRABLE

- Knowledge of, and experience working in the higher education sector
- Experience of working in a University advancement environment

## 2. *Special Requirements*

Preparedness to travel and to work outside normal office hours as required

## 3. *Key Responsibilities*

The Head of Alumni and Stakeholder Relations has the following specific responsibilities:

### 3.1 TEAMWORK, SERVICE DELIVERY AND MANAGEMENT

- Manage a team of Advancement professionals to maximise the Faculty's ability to achieve its goals in stakeholder relations, including delivering a high quality program of alumni and student engagement activities, events and communications that achieve positive outcomes.
- Ensure that sufficient quality processes are in place to ensure high quality outcomes for activities and communications are delivered by the stakeholder relations team.
- Contribute actively to the creation and delivery of professional development opportunities for staff within the team and more broadly across the unit.
- Serve as an active member of the Advancement team, encouraging a strong, supportive, safe and enjoyable office culture and modeling desired behaviours to achieve this.
- Set goals and directions for the future, and link individual and team targets to Faculty and University objectives
- Undertake the performance development review process for direct reports ensuring PDF objectives are linked to Faculty objectives.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5 or 6.

### 3.2 STRATEGY AND PROGRAM MANAGEMENT

- Working closely with the Senior Director, Advancement and the Deputy Director, Development to develop, implement and manage the Faculty's strategies for

external engagement including a program of events, alumni and student relations programs, and a targeted suite of communications.

- Produce, implement and review annual operational plans, including meeting cyclical performance management and review processes, agreed income budgets and other operational targets for the Faculty for any given performance period.
- Manage the budget expenditure related to Alumni and Stakeholder Relations activities complying with the University's financial procedures.
- Implement, oversee and evaluate the development and delivery of the alumni and stakeholder relations program locally, nationally and internationally.
- Develop a systematic way to measure and report on the engagement program, including the reach and impact and ways to improve. Continue to harness new technology to deliver reports on outcomes so as to enable Advancement staff to respond and plan strategically and effectively.
- Participate actively in Faculty and University working groups and committees, and ensure that information is appropriately disseminated through the Unit.
- Manage the alumni relations, events and communications teams and maximise their contribution to and coordination within the broader Advancement team.
- Deliver a suite of programs and communications that support the achievement of the Advancement strategies for the Faculty, ensuring that all programs are coordinated with existing programs within the University and Faculty.

### 3.3 LIAISON

- Liaison with relevant Advancement and Faculty staff in order to identify needs and establish a coordinated, strategic engagement program.
- Liaison with members of external Boards and Committees, where appropriate.
- Liaison with the Dean, Deputy Dean and Associate Deans to provide support for the management of relationships with partner hospitals and institutes.
- Regular liaison with the MDHS Marketing and Communications team, and the University Advancement Office to ensure programs are coordinated and opportunities for engagement are maximised.

### 3.4 REPORTING

- Prepare internal reports, as required.
- Prepare reports (event briefing notes, post-event assessment, etc), as required.

## 4. Job Complexity, Skills, Knowledge

### 4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The position exercises a high level of judgement and independence in its responsibilities. The incumbent will regularly report to the Senior Director, Advancement, MDHS and liaise regularly with other staff in the Advancement Unit, in particular the Deputy Director, Development. They will also collaborate closely with other colleagues in the Faculty of

Medicine, Dentistry and Health Sciences, the Advancement Office and across the University. This position has delegation authority to manage the budget up to a cap.

The incumbent will operate ethically and will possess the maturity and confidence to represent MDHS, and the wider University externally. Critically, the incumbent must present as an exemplar to the community and University colleagues.

#### **4.2 PROBLEM SOLVING AND JUDGEMENT**

The Head of Alumni and Stakeholder Relations is expected to review existing strategies and procedures to identify and develop solutions appropriate to current needs and goals, modifying them as appropriate. As Advancement is an evolving function within the University, the incumbent will need to be able to deal with high levels of organisational complexity, and be required to demonstrate leadership skills and sound judgement in the solving of operational challenges and management of internal and external relationships.

In representing the University, the incumbent is expected to operate in a professional capacity, establishing and maintaining relationships on an appropriate basis. The incumbent must also be able to conceptualise new approaches and strategies and be responsive to changing circumstances.

The incumbent will be required to exercise a degree of independence in the management of workload and the prioritisation of tasks.

#### **4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The position requires a sound knowledge of the University's strategic directions and a detailed understanding of the inter-relationships within the University especially as they apply to advancement. Strong relationships with key internal staff – both academic and professional, and knowledge of public programs offered by the University, are necessary to capture information in a timely way and act on it. Professional skills in or sophisticated understanding of relationship management, fundraising, policy development, events management, and personal development would be an advantage.

#### **4.4 RESOURCE MANAGEMENT**

The Head of Alumni Stakeholder Relations is responsible for managing resources allocated for the purposes of the Faculty's alumni relations, advancement communications and events activity and must have experience and knowledge in planning and managing of financial resources.

#### **4.5 BREADTH OF THE POSITION**

The Head of Alumni Stakeholder Relations communicates with a wide range of stakeholders including Faculty staff, University administrative staff, staff within research institutes and partner hospitals and other advancement staff across the University. In addition to managing a team the Head of Alumni and Stakeholder Relations is required to maintain connections with key stakeholders including alumni, staff, students and key partner organisations, both within locally and internationally.

## 5. Other Information

### 5.1 ORGANISATION UNIT

The MDHS Advancement Unit is part of the University's Advancement Office. The incumbent will be physically located in the Advancement Unit office within the Faculty.

The Advancement Unit within the Faculty of Medicine, Dentistry and Health Sciences works to promote the long-term success of the Faculty and the University by building mutually beneficial relationships. The Unit works actively and collaboratively with colleagues across the University, partner hospitals and research institutes, to enhance the teaching and learning, research and engagement strategies of the Faculty. The Advancement Unit aims to develop a culture of philanthropy throughout the Faculty and ultimately secure increased funding for research, academic leadership, student scholarship, teaching programs and major projects.

The Unit integrates all Faculty activities aimed at raising funds through donations and sponsorship, ensuring effective promotion of the Faculty and the University through positive engagement with benefactors, governments, industry, philanthropic trusts and foundations, alumni and the wider community.

[www.mdhs.unimelb.edu.au](http://www.mdhs.unimelb.edu.au)

### 5.2 BUDGET DIVISION

<http://www.unimelb.edu.au/advancement/>

The Advancement Office aims to facilitate the establishment and maintenance of mutually beneficial relationships between the University and its alumni, friends and benefactors. It is responsible for the management of programs relating to alumni and benefactors, and provides services to and works collaboratively with faculties and other central administration areas.

The Advancement Office is responsible for the coordination and delivery of Believe: the Campaign for the University of Melbourne, [www.campaign.unimelb.edu.au](http://www.campaign.unimelb.edu.au). Publically announced in 2013 by Campaign Chairman, Mr Allan Myers AO QC, with a target to raise \$500million by 2017, the Campaign is the largest initiative of its kind for the University and the first in 60 years.

### 5.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at [www.futurestudents.unimelb.edu.au/explore/about/reputation-rankings](http://www.futurestudents.unimelb.edu.au/explore/about/reputation-rankings)

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at [hr.unimelb.edu.au/careers](http://hr.unimelb.edu.au/careers).

## 5.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://growingesteem.unimelb.edu.au/>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.
- ▶ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. <http://www.unimelb.edu.au/research/research-strategy.html>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of *Research at Melbourne: Ensuring Excellence and Impact to 2025*.

## 5.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

## 5.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at [www.unimelb.edu.au](http://www.unimelb.edu.au).

## 6. *Occupational Health and Safety (OHS)*

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.