



Durham
University

Development and
Alumni Relations

Inspiring the extraordinary

Alumni and Supporter Engagement Manager (Partnerships & Projects)

Development and Alumni Relations





Contents

Welcome - p.3

Working at Durham University - p.4

Role Requirements - p.5

Qualifications and Skills - p.6

Equality, Diversity and Inclusion - p.7

How to Apply - p.8

Welcome from Tristan Alltimes, Deputy Director of Alumni and Supporter Engagement and Individual Giving

The Development and Alumni Relations Office (DARO) is responsible for coordinating philanthropy, alumni and supporter engagement, advancement services, and supporter communications on behalf of the University. DARO works with colleges, academic departments, research centres and institutes, wider student experience partners, and professional services departments (PSS) to engage over 230,000 alumni and supporters around the world. DARO is part of the Advancement division and along with both Marketing and Communications it collectively contributes to the enhancement of Durham University's reputation as a globally outstanding, inclusive, and forward-looking institution.

In support of this global operation, the Alumni and Supporter Engagement (ASE) team are ultimately responsible for building and maintaining lifelong community connections, driving continuously higher levels of engagement, including providing opportunities and support for our alumni; managing volunteers and their contributions pan university; managing individual giving and fundraising appeals; and developing and delivering advancement communications initiatives. The ASE team consists of a dedicated team of Advancement professionals underpinning and complementing the vital work of DARO.

The role of Alumni and Supporter Engagement Manager (Partnerships & Projects) resides within the ASE team and is part of a bespoke sub team. The role's primary responsibility is to act as a partner and pan-university coordinator of the delivery and tracking of best practice alumni and supporter engagement programmes within (but not limited to) our colleges, faculties, academic departments, and other professional support units.

The partnerships and projects team will also lead on the delivery of key projects and workstreams, some of which includes (but not limited to): management of the department/s resource bank for colleagues (toolkits) and support for pan university alumni and supporter engagement requests; oversight of the alumni helpdesk - incoming alumni requests and contact; coordination of all alumni communications; oversight of digital engagement platforms; student and new alumni engagement programmes; market research and data update campaigns; industry benchmark submissions/reporting; policy oversight and development; The Kings Honours process, and some key administrative support for the ASE team.

The post-holder must be versatile and able to work closely, and with, senior University leaders.

From early 2025 the base location for this role will change from our Durham City Centre site to our exciting new professional services hub based at Boldon House. Boldon House is situated on the outskirts of Durham near the Arnison Centre in Pity Me. Boldon House will bring a number of professional services teams together in a vibrant office environment which supports collaborative working and is designed to embrace hybrid working.

Further information about the role and the responsibilities is at the bottom of this job description.



Working at Durham University

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University, including:

- 30 Days annual leave per year in addition to eight public holidays and four customary days per year – a total of 42 days per year.
- The University closes between Christmas and New Year.
- We offer a generous pension scheme, As a new member of staff you will be automatically enrolled into the University Superannuation Scheme (USS).
- No matter how you travel to work, we have you covered. We have parking across campus, a cycle to work scheme which helps you to buy a bike and discount with local bus and train companies.
- There is a genuine commitment to developing our colleagues professionally and personally. There is a comprehensive range of development courses, apprenticeships and access to qualifications and routes to develop your career in the University. All staff have dedicated annual time to concentrate on their personal development opportunities.
- Lots of support for health and wellbeing including discounted membership for our state of the art sport and gym facilities and access to a 24-7 Employee Assistance Programme.
- On site nursery is available and access to holiday camps for children aged 5-16 throughout the year.
- Family friendly policies, including maternity and adoption leave, which are among the most generous in the higher education sector (and likely above and beyond many employers).
- The opportunity to take part in staff volunteering activities to make a difference in the local community.
- Discounts are available via our benefits portal including; money off at supermarkets, high street retailers, IT products such as Apple, the cinema and days out at various attractions.
- A salary sacrifice scheme is also available to help you take advantage of tax savings on benefits.
- If you are moving to Durham, we can help with removal costs and we have a dedicated team who can help you with the practicalities such as house hunting and schools. If you need a visa, we cover most visa costs and offer an interest free loan scheme to pay for dependant visas.

Explore our [360 degree image tours](#) to learn more about Durham City and the University Campus.



Role Requirements

Service Delivery/Development

- Show a commitment to equality, diversity and inclusion and the University's values.
- Manage the delivery of support to a high standard and ensure that they are delivered in a customer focussed way.
- Provide the best possible service by continually reviewing what is required from staff and alumni and contribute to ideas and service improvements.
- Work with your team to look for ways to improve processes, techniques, and outputs/results across all areas of your work.
- Contribute to the delivery of activities that generate external income such as: philanthropic donations, sales of university merchandise at events/occasions, sponsorships of events/occasions etc – enhancing income generation for the University wherever appropriate.
- Support activities which enhance the wider student experience such as: engaging the University's alumni and supporter community in student facing/impactful programmes and activities.

Planning and Organisation

- Manage the delivery of operational activities carried out by the Partnerships and Projects team, which you are responsible for.
- Continually seek to enhance the services provided to your stakeholders and plan and implement any required improvements.
- Seek feedback from staff, alumni, students and other key stakeholders so that the alumni and supporter engagement programme is being adapted to meet customer expectations and to plan future requirements.
- Manage and monitor the performance of the Partnerships and Projects team and make recommendations to relevant Service Heads on how it can be improved.
- Review data on the level of service provided by your area to recommend areas for future improvement.
- Manage budgets and expenditure including buying (and returning) goods and services.

Team Development

- Ensure that your team can deliver the required services by devolving and delegating responsibilities to appropriate team members.
- Carry out regular performance reviews to provide feedback on team and individual objectives and expectations and identify any development needs.
- Ensure that your team continues to develop by coaching and mentoring team members and delivering any training needs.
- Support the welfare and wellbeing of your team referring more complex issues to specialist services.

Communication/Liaison

- Use your operational expertise to participate in business meetings, working groups and sub-committees.
- Keep stakeholders updated by sharing key service information about the Partnerships and Projects team.
- Use the best media and method to communicate with internal and external stakeholders.
- Create positive working relationships, including internal and external networks, using your networks to increase your knowledge and skills, swap information with peers.
- Use your expertise to participate in and monitor communities of practice and partnership working, both internally and externally.
- Any other reasonable duties.

Qualifications and Skills

Essential Criteria

Qualifications/Experience

- Educated to degree level (or equivalent professional experience).
- Professional practitioner with knowledge and expertise in the delivery and development of services, events, and activities within the organisation.
- Strong understanding of, or experience of working in, a complex organisation providing high quality support to multiple stakeholders/customers.
- Experience of developing and distributing mass communication publications, campaigns, principles, tactics, and techniques including the use/management of digital channels incl. social media and webpages/sites.
- Experience of implementing policies and procedures and supporting change and service improvements.
- Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
- Experience of participating in internal or external networks to share and discuss good practice, develop strong and productive working relationships and to positively influence the University's reputation.
- Experience of managing and developing a team or teams and/or line management qualification.



Skills/Abilities/Knowledge

- Excellent spoken and written communication skills including the ability to develop effective working relationships, both internally and externally.
- Strong digital competence across a range of digital devices and apps including digital communication tools, Microsoft 365 applications, business systems.
- Excellent analytical skills including the ability to understand and develop data led insights and reports for senior management.
- Strong understanding of a Collegiate environment in a University/Education setting.
- Committed to continuing professional development to maintain professional recognition.
- Knowledge and experience of development and ensuring compliance with regulatory and organisational policy and guidelines.
- Ability to solve problems and decide on and plan appropriate solutions.
- Ability to contribute to planning at an operational level.

Desirable Criteria

- Experience of working within an Alumni Relations/Engagement, Membership Services or Development/Fundraising environment in the higher education or other related industry.
- Experience of using Raisers Edge (CRM: Blackbaud); Net Community email system or equivalent mass email tool/s.
- Experience of utilising a membership engagement platform e.g., Hivebrite, Aluminati, Graduway, People Grove, Enterprise Alumni etc. (education/corporate sector examples - equivalents in other industries also highly valued).



Durham University is Committed to Equality, Diversity and Inclusion

Our collective aim is to create an open and inclusive environment where everyone can reach their full potential and we believe our staff should reflect the diversity of the global community in which we work. As a University equality, diversity, and inclusion (EDI) are a key part of the University's Strategy and a central part of everything we do. We also live by our values and our Staff Code of Conduct. At Durham we actively work towards providing an environment where our staff and students can study, work and live in a community which is supportive and inclusive. It's important to us that all of our colleagues are aligned to both our values and commitment to EDI.

We welcome and encourage applications from members of groups who are under-represented in our work force including people with disabilities, women and black, Asian and minority ethnic communities. If you have taken time out of your career, and you feel it relevant, let us know about it in your application. If you are a candidate with a disability, we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, reasonable adjustments will be made to support people within their role.



How to Apply

To progress to the assessment stage, candidates must evidence each of the essential criteria which can be found on page six. It will be at the discretion of the recruiting panel as to whether they will also consider any desirable criteria, but we would urge candidates to provide evidence for all criteria. Please don't forget to check if there is any weighted criteria (see above).

Submitting your application

We prefer to receive applications online. We will update you about your application at various points throughout the selection process, via automated emails from our e-recruitment system. Please check your spam/junk folder periodically to make sure you have not missed any of our updates.

What you need to submit

- A CV: and
- A supporting statement or covering letter which outlines how you meet all of the criteria within the Person Specification.

Apply now or get in touch for an informal discussion

For a chat about the role or any further information please contact Tristan Alltimes, Deputy Director of Alumni and Supporter Engagement and Individual Giving (DARO) tristan.alltimes@durham.ac.uk

[Click here to apply.](#)

Useful links

If you would like further information you may find the following will help.

[Alumni - Durham University](#)

Please note that in submitting your application Durham University will be processing your data. We would ask you to consider the relevant University Privacy Statement [Privacy Notices - Durham University](#) which provides information on the collation, storing and use of data.

When appointing to this role the University must ensure that it meets any applicable immigration requirements, including salary thresholds which are applicable to some visas.



Durham
University

Development and
Alumni Relations

Inspiring the extraordinary

Contact

Tristan Alltimes

E: tristan.alltimes@durham.ac.uk

durham.ac.uk

Durham University and Durham University logo are registered Trade Marks of the University of Durham. Unless otherwise stated, all material in this publication is copyright of the University of Durham. The University makes every effort to ensure that the information contained here is accurate. This publication is intended as a general guide to University of Durham's facilities and form no part of any contract between you and the University. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form, or by any means, electronic, mechanical, photocopying, recording or otherwise, without the permission of the University. Please note that the University's website is the most up to date source of information and we strongly recommend that you always visit the website before making any commitments.

© Durham University 2023

OUT_39583542