

Senior Alumni and Supporter Engagement Manager Development and Alumni Relations



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

Thank you for taking the time to find out more about this exciting opportunity at Durham University. We are looking for an individual with the skills and expertise to make a difference and contribute to the success of alumni and supporter engagement at Durham. If you have what it takes to build lifelong connections with our global community, please read on.

The Development and Alumni Relations Office (DARO) is responsible for coordinating philanthropy, alumni and supporter engagement, and advancement communications on behalf of the University. DARO works with colleges, academic departments, research centres and institutes, wider student experience partners, and professional departments to engage over 230,000 alumni and supporters around the world.

In this role, you'll manage engagement for high-profile programs like the Sir Harry Evans Memorial Fund and Fellowship, as well as our Honorary Graduates and Professors in Practice. You'll conduct research to develop our value proposition to alumni and supporters worldwide. You'll work closely with leaders across the University to shape engagement strategies.

We need someone who thrives on relationship-building, can influence senior stakeholders, and has strong project management skills. This is a high-impact position where you'll represent Durham professionally in interacting with prominent figures, major donors, and volunteers.

Our Alumni and Supporter Engagement team plays a vital part in advancing Durham's reputation globally. As we continue to grow, bringing on a Senior Alumni and Supporter Engagement Manager will expand our capabilities as we progress with our strategic goals. This is a truly unique opportunity to elevate our engagement initiatives.

Our team is made up of talented, passionate professionals dedicated to enriching lifelong connections with our alumni and supporters. If you are keen to join us as we embark upon the next stage in our journey, I look forward to hearing from you.

Tristan



Senior Alumni and Supporter Engagement Manager

The role of Senior Alumni and Supporter Engagement Manager resides within the Alumni and Supporter Engagement (ASE) team and will focus on a series of special projects. It will include the management and development of the Sir Harry Evans Memorial Fund and Fellowship, Honorary Graduates and Professors in Practice engagement programmes. You will also be involved in the development of Durham University's value proposition for the 230,000 strong community of alumni and supporters worldwide.

Specifically, the incumbent will be responsible for managing critical relationships with existing donors to, and partners of, the Sir Harry Evans Memorial Fund and will liaise with internal colleagues from departments including HR, Finance, and Legal, to manage the delivery of the programme supported by the Fund. This will include overall project management responsibilities, operational oversight of the Sir Harry Evans Global Fellowship in Investigative Journalism, and support for the annual Forum.

This role will also coordinate the University's approach to engagement with senior-level stakeholders including Honorary Graduates and Professors in Practice and will also be engaged in market research, benchmarking and development of the University's value proposition for its alumni and supporter community. You will ensure our programme is aligned with global trends, market informed and leading, whilst delivering value for our community across the world and stimulating transformative engagement outcomes as a result.

The post-holder must be versatile and able to work closely, and with, senior University leaders, prominent and public figures, major benefactors and advocates, and senior volunteers in multiple capacities, which facilitate the development and stewardship of principal/major donations and volunteers for the advancement of Durham University.



Working at Durham University

A competitive salary is only one part of the many fantastic benefits you will receive if you join the University: you will also receive access to the following fantastic benefits:

- 30 Days annual leave per year in addition to 8 public holidays and 4 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 this 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.



Role requirements

Service Delivery/Development

- Show a commitment to equality, diversity and inclusion and the University's values.
- Develop and promote an in-depth understanding of university policy and external developments relevant to your role.
- Ensure that policy and regulatory standards are met by continual review and due diligence for the services you are responsible for.
- Use your professional knowledge and experience as a key member of the ASE/DARO team to resolve problems, shape processes and activities, develop systems and provide subject matter expertise and advice.
- Provide specialist advice on the analysis and interpretation of complex data and information relevant to DARO/ASE.
- Be responsible for operational activity across Sir Harry Evans Memorial Fund and Fellowship, Honorary Graduates and Professors in Practice engagement and management and development of the alumni and supporter community value proposition/offer.
- Look for ways to continually improve services and take a lead role in the development and implementation of assigned policies, processes and standards.
- Instigate and manage business process reviews to improve the service in DARO/ASE.
- Meet the professional development needs of your stakeholders, providing training when required.
- Ensure data (commercially sensitive and/or personal) is appropriately stored and managed.
- Manage quality and regulatory audits of systems and procedures.

Planning and Organisation

- Contribute to operational leadership teams to influence the type and level of services that are provided by DARO/ASE.
- Contribute to the development of operational and strategic level plans relevant to DARO/ASE.
- Scope, plan and implement large scale/University wide initiatives including Sir Harry Evans Memorial Fund and Fellowship and engagement with Honorary Graduates and Professors in Practice (PiP).
- Oversee projects to deliver agreed objectives while solving any problems which are encountered.
- Provide oversight for short term/temporary special project teams.
- Analyse data about the service levels provided by DARO/ASE and make recommendations for improvement in reports to senior managers and committees.
- Evaluate, review and report on the outcomes of the Sir Harry Evans Memorial Fund, Honorary Graduates and PiP engagement programmes and the ongoing value proposition activities and their impact.
- Allocate and monitor designated budgets, expenditure and resources.

Communication/Liaison

- Lead on strategic relationships, working with external stakeholders to represent the interests of all parties.
- Work with and through key colleagues in Marketing and Communications to contribute to enhancing global reputation and engage meaningfully with external and internal communities.
- Use your professional knowledge to identify and recommend priorities for long-term business plans.
- Provide professional guidance and advice when managing complaints, referrals and specialist services.
- Design creative and innovative communications to promote and increase engagement relating to the alumni and supporter community.
- Influence University policy and standards by leading operational business meetings, working groups and sub-committees.
- Design and deliver training to your stakeholders to support their development and information needs.
- Create strong working relationships, including internal and external networks, using your networks to increase your knowledge and skills, swap information with peers and positively influence the University's reputation.
- Represent DARO/ASE and the University at promotional events.
- Identify opportunities to develop and increase participation in special interest groups.



Qualifications and skills

Essential Criteria

Qualifications/Experience

- Educated to degree level (or equivalent experience).
- Professional practitioner with specialist knowledge and expertise to influence service delivery, events, and activities within the organisation.
- 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 positively influence the University's reputation.
- Experience of implementing policies and procedures and supporting service improvements.
- Experience of the management and co-ordination of VIP events.

Skills/Abilities/Knowledge

- Project management experience and ability to contribute to planning at operational and strategic levels.
- Experience of being able to network effectively and develop strong and productive working relationships, to influence perceptions of the University.
- Excellent spoken and written communication skills including the ability to develop effective working relationships, both internally and externally.
- Strong digital competence across a range digital devices and apps including digital communication tools, Microsoft 365 applications, and business systems.
- Committed to continuing professional development to maintain professional recognition.
- Extensive knowledge and experience of ensuring compliance with regulatory and organisational policy and guidelines.
- Ability to solve problems and decide on and plan appropriate solutions.

Desirable Criteria

- Experience of working in journalism, broadcasting, or a related field and/or experience of working in an advancement discipline in an education setting.
- Understanding and experience of using CRM systems (i.e., Blackbaud's: Raiser's Edge or similar).



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 required for the role in the person specification (page 7). 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.

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

Please note previous applicants/candidates need not apply.

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
- A supporting statement 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 Alumni and Supporter Engagement and Regular Giving: tristan.alltimes@durham.ac.uk or 07341780025.

[Click here to apply now.](#)

Useful links

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

The Sir Harry Evans Memorial Fund

The Sir Harry Evans Memorial Fund is a landmark partnership between Durham University and Reuters, in memory of pioneering journalist Sir Harry Evans and supported by his widow Tina Brown CBE. The Sir Harry Evans Memorial Fund has established a prestigious Global Fellowship in Investigative Journalism, a six- to nine- month Fellowship with Durham University which will include undertaking an investigative project from inside the Reuters newsroom in London, mentored by top Reuters editors in the field while being overseen by Durham University and having access to University academics and research resources. The Fund will also support an annual Forum for global leaders across media, broadcasting, investigative journalism, and related disciplines. The Fund has already received more than \$6M in pledges, including a \$2M endowment from Thomson Reuters.

[The Sir Harry Evans Memorial Fund - Durham University](#)

Other useful links

[Celebrating our Professors in Practice - Durham University](#)

[Honorary Degrees - Durham University](#)

[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.

Contact

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