



ALUMNI COMMUNICATIONS ASSISTANT

UNIVERSITY COLLEGE DUBLIN FOUNDATION

UCD Foundation engages in fundraising and alumni engagement activities to support University College Dublin in its pursuit of world-class education, teaching, research and innovation. Six Colleges and their constituent Schools make up the academic structure of UCD.

To support the work of the Alumni Relations team, and to contribute to its ongoing success, UCD Foundation is seeking to recruit an Alumni Communications Assistant. This is a great opportunity for a hard-working, resourceful, creative and diligent individual to join a highly regarded and successful team.

Role:

The Alumni Communications Assistant will have responsibility for administrative support for the Alumni Development Office, manage the Alumni Benefits Programme and provide support for event activity and alumni communications including social media and email.

Reporting directly to the Alumni Communications Manager, you will:

- Manage and build the Alumni Benefits Programme
- Assist the Digital Engagement Officer with tasks relating to the websites, social media
- Assist the Alumni Relations team in building email communications
- Support the Associate Director with the annual alumni magazine - UCD Connections
- Support reunions, events and webinars managed by the Alumni Relations team
- Provide general administrative support to the office
- Be a point of contact for general queries from alumni.

The Alumni Communications Assistant will proactively liaise with members of the Development and Alumni Relations team, relevant UCD Units, Colleges and Schools to support an annual programme of activity, events and communications helping to build and strengthen lifelong relationships between UCD and its alumni worldwide.

Specific responsibilities will include:

Administrative Support:

- Support the Alumni Relations team in building emails, creating social campaigns and updating the website
- Be a point of contact for general queries from alumni and the UCD Alumni Development Office
- Manage inboxes and phone lines and ensure timely response to queries
- Manage the main reception area of UCD Alumni Development Office
- Provide general administrative support to the office which will include finance related duties including management of eProcurement.

Alumni Benefits programme (which includes library access):

- Manage and build the Alumni Benefits programme including all communications
- Ensure Alumni Library Cards – purchased online and in person - are issued in a timely manner
- Liaise with the Data team to ensure up-to-date data is being captured on all communications
- Liaise with the UCard Office, UCD Library, UCD University Club and other departments in UCD and externally to ensure efficient management of the programme
- Financial management and transfer of all fees in conjunction with UCD alumni finance



- Collaborate with colleagues on the UCD Alumni Network - an online platform to help alumni connect
- Collaborate with the alumni team on planning, organising and creating alumni events at the UCD University Club.

UCD Connections Magazine

- Support the Associate Director with the production of the annual alumni magazine - UCD Connections
- Research content - proof and edit
- Engage with alumni, faculty and staff on feature and interview pieces
- Assist with the creation of a Digital Communications Plan for social media and update the UCD Connections website
- Update the CRM to ensure all activity is captured in a timely manner

As a member of the team, the Assistant will support special projects as run by the Alumni Relations Team to ensure delivery and they will also be expected to collaborate closely with Annual Giving and Development colleagues to increase financial support from alumni.

Suitable candidates will possess the following experience and professional characteristics:

- A background in alumni relations, event support and/or communications, office management, data control or customer service
- Experience with social media and WordPress website editing
- Experience of UCD internal systems
- 1 year's relevant experience working in a busy environment utilising digital communications
- Ability to prioritise and successfully manage several competing projects at a time while communicating frequently and concisely with managers and stakeholders
- Motivated, flexible and ability to use own initiative in a busy working environment
- Ability to work with others and creatively engage with colleagues and volunteers
- Exceptional verbal and written communication skills
- Highly developed organisational, planning and multi-tasking skills
- Ability to prioritise to meet deadlines
- Experience with Raiser's Edge or a similar database
- Strong computer skills including online platforms e.g. Mailchimp and Canva – events, email, networks and databases
- A degree in a relevant discipline

What You can Expect from Us

You will be part of a dynamic, fast paced organisation with an entrepreneurial and inclusive culture where you will be working as part of a close knit and collaborative team environment. UCD Foundation has a structured formal and informal training programme that all staff may avail of.

Additional details/ Application process

This role is a 1-year contract, with the possibility of renewal and potential for future opportunities for growth as part of UCD Foundation's performance development programme.

For further information on the work that we do, please visit:

www.ucd.ie/alumni

www.ucdfoundation.ie

The Alumni Communications Assistant will report to the Alumni Communications Manager.

Please direct your queries to: sierra.bower@ucdfoundation.ie



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Apply with CV and cover letter to sierra.bower@ucdfoundation.ie by 5pm Wednesday 11th August 2021.

Interviews will take place on Monday, 16th August 2021.