



Global Alumni Relations Assistant Role and Person Specification



About UCD Foundation

UCD Foundation is the philanthropic arm of University College Dublin, dedicated to supporting the university's mission of excellence in education, research, and innovation.

UCD Foundation operates across four key pillars: Development, Alumni Engagement, Advancement and Corporate Services. Together, these pillars drive strategic fundraising, build meaningful relationships with alumni and donors, and deliver impactful programmes that benefit the UCD community. UCD Foundation plays a central role in enabling transformational initiatives through philanthropic support and long-term engagement.

About the Role

The Global Alumni Relations Assistant will support the delivery of UCD's global alumni engagement strategy by providing high-quality operational, administrative, communications and event support to the Global Alumni Engagement team.

Reporting to the Global Alumni Relations Senior Manager, the role will assist in the organisation and coordination of international alumni events, administration of alumni chapters, regional communications, alumni data management and other engagement activity. The successful candidate will play an important role in maintaining strong relationships with alumni across priority international regions and supporting UCD's strategic objective of strengthening lifelong relationships with alumni worldwide. The role holder will also support more general student and alumni engagement activities as required.

This is a hands-on role that combines planned project work with day-to-day operational activity. The successful candidate will be expected to take ownership of assigned tasks, maintain high standards of accuracy and service, and contribute positively to the wider team. The role offers significant scope to learn new systems, processes and skills while gaining experience across international alumni engagement, events, communications, data and relationship building.

The role involves working closely with colleagues across Alumni Relations, Development, Annual Giving, Information Services, UCD Global and the University's Global Centres to deliver a high-quality programme of global engagement activities and ensure accurate tracking, reporting and administration.

Key Areas of Responsibility & Accountability

- Assist in the planning, coordination and delivery of international alumni events, including venue research, supplier liaison, invitations and registration management, event logistics and post-event administration.
- Support the development, administration and ongoing engagement activity of UCD Alumni Chapters in priority international regions.
- Support alumni engagement initiatives associated with UCD's 4 Regional Strategy Working Groups and international academic and professional visits.
- Maintain and update alumni, volunteer and event records, ensuring information relating to alumni based overseas is accurate, current and appropriately recorded and tracked.
- Support the development and delivery of regional alumni communications and digital content across email, LinkedIn and social media channels, helping to strengthen engagement with global alumni communities and younger alumni audiences.
- Support alumni engagement initiatives delivered in partnership with UCD Global Centres, including sourcing alumni testimonials for student recruitment, assisting with event logistics, and supporting alumni activities and engagement opportunities in priority international regions.
- Provide practical support with travel logistics and arrangements associated with international alumni activity.
- Respond to routine alumni enquiries in a professional, helpful and timely manner, escalating more complex matters when appropriate.
- Support accurate reporting, record-keeping and administration relating to global alumni engagement activity.
- Work collaboratively with colleagues across Alumni Relations and the wider UCD Foundation and University community, providing practical support to colleagues and contributing to shared team priorities.
- Undertake other reasonable duties and responsibilities consistent with the nature and level of the role.

Person Specification & Qualifications

We are looking for an organised, reliable and enthusiastic individual who enjoys working with people, takes pride in doing things well and is comfortable getting involved in the practical detail required to deliver excellent alumni engagement. **You do not need to have experience in alumni relations.** We are particularly interested in candidates who demonstrate curiosity, a willingness to learn, sound judgement, adaptability and a collaborative approach.

Essential Criteria

- Strong organisational and administrative skills, with excellent attention to detail and a conscientious approach to completing tasks.
- Ability to prioritise a varied workload, manage competing deadlines and remain organised during busy periods, particularly around events.
- Excellent written and verbal communication skills, with the ability to communicate clearly, professionally and appropriately with a wide range of stakeholders.
- Proficiency in Microsoft 365 and/or Google Workspace, with the ability and willingness to learn new digital systems and processes.
- Aptitude and interest for learning CRM and database systems, including data entry, record maintenance, list management and accurate recording of engagement activity.
- Strong interpersonal skills and the ability to establish positive working relationships with colleagues, alumni, volunteers and other stakeholders from different backgrounds and cultures.
- Good judgement and common sense, with the ability to identify and resolve routine problems and recognise when an issue should be escalated.
- Ability to work effectively both independently and as part of a team.

Desirable Criteria

- Third Level qualification in any discipline.
- Experience of supporting events or event administration.
- Experience working in a customer-, member-, stakeholder- or service-facing environment.
- Experience using a CRM, database or other system to maintain accurate records.
- Experience supporting communications, digital content or social media activity.
- Experience working in higher education, membership, charity/not-for-profit or a similar environment.
- Experience working with international stakeholders or in a multicultural environment.

Key Competencies & Personal Attributes

- Proactive and takes ownership – approaches tasks positively, takes responsibility for assigned work and follows tasks through to completion without needing to be repeatedly prompted.
- Hard-working and dependable – demonstrates a strong work ethic, can be relied upon to deliver agreed tasks and takes pride in producing accurate, high-quality work, including routine administrative work.
- Curious and willing to learn – shows genuine interest in developing new skills, systems and knowledge; asks questions, seeks guidance when needed and applies learning to improve future work.
- Flexible and adaptable – responds positively when priorities change, plans need to be adjusted or unexpected tasks arise, while maintaining a constructive approach.
- Collaborative and team-oriented – willingly supports colleagues, shares information, contributes to shared objectives and recognises that successful delivery depends on working effectively as a team.
- Calm and solutions-focused – remains composed when dealing with busy periods, problems or unexpected issues and focuses on finding practical solutions rather than dwelling on difficulties.
- Professional and approachable – communicates respectfully and positively with colleagues, alumni, volunteers and other stakeholders and contributes to a welcoming and inclusive team environment.
- Respectful and culturally aware – demonstrates patience, openness and sensitivity when working with people from different backgrounds, cultures and perspectives.

Confidentiality & Data Protection

The role involves handling alumni, volunteer and event information. The successful candidate must understand the importance of confidentiality, accurate record-keeping and the appropriate handling of personal data, and must follow UCD policies and procedures relating to data protection and information security.

What You Can Expect from Us

UCD Foundation is delighted to be recruiting for this new role within our dynamic and supportive team. In return for your enthusiasm and willingness to learn, we offer a collaborative and positive work environment where every team member's contribution is valued and recognised.

You will have the opportunity to grow professionally, gaining hands-on experience in administration, event organisation, relationship building, cross-cultural management and not-for-profit operations, while developing transferable skills that are highly sought after across a variety of sectors. We are committed to supporting your development and helping you build a rewarding career.

Working Arrangements

Our team is based on the UCD Belfield campus, and we operate a hybrid working model, typically three days on-site and up to two days working from home. During the probation period, additional on-site days may be required to support onboarding and training.

Given the international and event-focused nature of the role, the successful candidate should be comfortable with occasional flexibility in working hours where required to support alumni events and activities. Specific arrangements will be communicated in advance.

Salary and Benefits

- Salary: €30,000 p.a.
- 21 days annual leave, plus additional days (e.g. Good Friday, Christmas closure).
- Time in lieu opportunities for specific volunteering activities.
- Generous paid sick leave entitlement.
- Defined contribution pension scheme – 10% employer contribution, 1.5% employee contribution.
- Employee Assistance Programme.
- Cycle-to-Work Scheme.
- Hybrid working model.
- Up to two weeks remote working annually.
- Option to take up to two weeks unpaid leave during summer.
- Reduced employee rates at UCD Sports & Fitness.
- Access to international knowledge networks and professional development (e.g. CASE membership, Charities Institute Ireland).

Application Process

How to Apply

To apply, please send a cover letter outlining your suitability for the role, along with a full Curriculum Vitae, to caroline.doran@ucdfoundation.ie. Please ensure that you specify **Application: Global Alumni Relations Assistant** in the subject line of your email.

Closing Date: Friday 2nd October at 5:30pm.

First Round Interview

Shortlisted candidates will be invited to an in-person, competency-based interview focused on relevant skills and experience.

Second Round Interview

Selected candidates will attend a second in-person interview, which may include a task or a short presentation to the interview panel. Details will be provided in advance to allow for preparation.

Reference Checking

The selected candidate will be asked to provide two references, ideally including their most recent employer(s) or other relevant professional/academic referees.

Additional information:

This is a three-year fixed-term contract, subject to a six-month probationary period.

Equal Opportunities

We value diversity and are dedicated to building an inclusive team. We welcome applications from all candidates regardless of background, gender, civil or family status, sexual orientation, age, religion, disability, race, or Traveller community membership.

Eligibility Notice

Applicants must already have the pre-existing right to work full-time in Ireland at the time of application (e.g., EU/EEA citizenship or Stamp 4 Visa). Please note that we are unable to offer visa sponsorship for this role.