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Alumni Engagement Assistant

Department/Division/Faculty:	Advancement
Campus/Location:	White City Campus - Hybrid
Job Family/Level:	Professional Services Level 2b (Salary scales)
Responsible to:	Alumni Engagement Officer
Line management for:	N/A
Key working Relationships (Internal):	Advancement Division (Development, Events, Alumni Engagement, Advancement Operations) Departments, ICT, Campus Services, Library, Registry, Careers Service, Enterprise, Student Union (ICU), International Relations Office, Marketing, Outreach, Recruitment and Admissions (MORA)
Key Working Relationships (External):	Alumni, donors, students, external suppliers and related professional networks (e.g. CASE)
Contract type:	Full time - Open Ended

Purpose of the Post

Imperial has more than 275,000 alumni, forming an international community of outstanding scientists, engineers, medical professionals and business leaders. Alumni have a crucial role to play in supporting the university's long-term success, and can benefit themselves from a global, vibrant alumni community supported by services, activities, events and communications as well as from the strong reputation of the university. Following the launch of Imperial's bold and ambitious strategy, Science for Humanity, in March 2024, we are preparing to launch a comprehensive fundraising and alumni engagement campaign to support the delivery of our strategy. This will be a 10-year effort and one of the biggest campaigns in the UK. To support the successful delivery of the campaign, a significant effort to realign alumni engagement activity to more directly support fundraising outcomes is underway. You will be part of the effort to bring about this change.

You will support the university's engagement with the alumni community by contributing to a wide range of activity across the alumni engagement programme. This will include supporting the delivery of high-quality engagement activities, facilitating volunteering opportunities, and providing operational, data and workflow support that underpins the alumni experience.

Working closely with colleagues across the university and with alumni and other stakeholders, you will help ensure activity is well coordinated, enquiries are managed effectively, records are maintained accurately,

and operational processes run smoothly. You will also work closely with the Alumni Engagement Database Coordinator to support online and data-gathering processes that form part of the alumni engagement offer.

You will contribute to initiatives that drive engagement with the alumni community, with a particular focus on volunteering activity, and will provide effective administrative support to the Alumni Engagement team.

Key Responsibilities

General Alumni Engagement Support (35%)

- Provide front-line support for alumni enquiries across email, ASK tickets, telephone, post, and in-person contact, delivering a consistently high standard of friendly, prompt, and professional customer service, and escalating more complex matters where appropriate.
- Liaise with colleagues and service providers across the university to respond to enquiries, resolve issues, and ensure a joined-up approach to alumni support and services.
- Maintain accurate records of alumni interactions and related activity across relevant systems, in accordance with team procedures and data standards.
- Work collaboratively with the Alumni Services Assistant to ensure effective coverage, balanced workloads, and flexible capacity support, particularly during periods of peak activity and when colleagues are on leave or absent due to sickness.
- Contribute to team, divisional, and cross-university meetings, projects, events, and programmes, providing flexible support across the wider Alumni Engagement function as required.

Data, Systems and Workflow Administration (20%)

- Coordinate data entry and processing activity across relevant systems and platforms, including updates to contact details, graduation data, volunteering data, events data, LinkedIn requests, and routine database queries.
- Maintain accurate and timely records, ensuring data is processed in line with team procedures, service standards, and relevant university guidelines.
- Support the administration of sensitive data processes, including the management of deceased alumni records and related communications, in accordance with agreed procedures.
- Monitor and administer routine workflows to ensure requests are handled consistently, efficiently, and to a high standard.
- Contribute to the review and continuous improvement of processes and procedures, ensuring activity aligns with best practice and recommending enhancements where appropriate.

Communications, Volunteering and Events Support (40%)

- Draft, proof, and distribute communications relating to alumni events and volunteering opportunities, and support the updating of digital platforms, including alumni webpages, LinkedIn, and Imperial Plexus, the online alumni community.

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- Collaborate with the Alumni Communications team to ensure tone, style, and branding align with Imperial's guidelines.
- Support alumni volunteering opportunities, including mentoring, speaking engagements, event support, advisory roles, affinity networks, groups, associations, and student-facing activities, communicating with volunteers and supporting matching processes based on skills, interests, and availability.
- Assist in producing volunteer stewardship communications, including thank-you messages, recognition updates, and impact summaries.
- Support the delivery of the alumni events programme, including Graduation, departmental gatherings, and networking events, providing on-the-day support and assisting with post-event follow-up, including evaluations and communications.
- Prepare and print name badges, guest lists, signage, packs, and other event collateral, and assist with venue coordination, room set-up requests, and basic AV or supplier liaison.
- Occasionally working out of hours to attend events as needed.

Flexible Team Support and Other General Administration (5%)

- Understand and proactively support the strategic priorities of the Alumni Engagement team and the Advancement Division.
- Make the most of opportunities to build professional knowledge and understanding through internal training programmes and external courses.
- Contribute actively to the positive culture of the Division.
- Act as an ambassador for both the university and the Advancement Division and must always be mindful of personal and organisational reputation.
- As job descriptions cannot be exhaustive, the postholder may be required to undertake other duties broadly aligned with the responsibilities outlined above.

Person Specification

Requirements	Essential (E)/ Desirable (D)
Candidates/post holders will be expected to demonstrate the following:	
Education	
Degree or equivalent qualifications	D
Experience	
A proven track record of working with a customer service environment that delivers an exceptional, first-class service	E
Proven track record in delivering exceptional customer service	E
Proven experience of working effectively in an administrative or support role	E
Have worked in alumni engagement (university or corporate sector), or in membership or community management for an NGO or professional organisation	D

Knowledge

IT and particularly Outlook, Word, Excel and PowerPoint to intermediate level	E
Understanding of data protection regulations	D
Understanding of the role of alumni engagement and fundraising within universities	D

Skills & Abilities

Written communication skills and grammar	E
Oral communication skills, including a confident, helpful and professional telephone manner	E
Organisational skills, including attention to detail and meeting deadlines, and a well-honed ability to prioritise and manage a varied workload	E
Problem-solving skills	E
Ability to resolve issues in a timely, comprehensive, courteous and customer-focused manner	E
Interpersonal skills and ability to develop and maintain excellent working relationships at all levels internally and externally	E
Ability to work under own initiative as well as being a strong team player, flexible and cooperative	E
Proficient in using Microsoft Office particularly Word, Excel and PowerPoint	E

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

[Our values](#) are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Advancement colleagues are also expected to follow the [Advancement Values and Behaviours framework](#).

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or

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civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment [on our webpages](#).

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