

Alumni Relations Officer



OPPORTUNITY

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Reference: 0587-24

Grade: Grade 07

Salary: £ 30,505 to £ 35,880, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Alumni Relations Officer will actively engage with graduates of Aston Business School worldwide and develop relationships with key alumni to develop a network of volunteers who will support the school's strategic priorities. The Alumni Relations Team has built an engaged alumni community that plays a vital role in supporting current students and enhancing the global reputation of Aston Business School. The team specializes in working with Postgraduate and MBA alumni and is well integrated within the College of Business and Social Sciences and the wider University.

The Alumni Relations Officer will support the Alumni Relations Manager in delivering a comprehensive Alumni Relations Program, playing a key role in building sustainable, mutually beneficial relationships with stakeholders. This is a highly collaborative role that involves working closely with colleagues across the University, including the Community, Alumni Relations and Development team, Marketing, Program Offices, Careers and Placements, and academic departments.

This full-time position occasionally requires participation in events outside normal working hours, for which time off in lieu will be provided.

Main Duties/Responsibilities:

- ▶ Cultivate long-term, mutually beneficial relationships with Aston Business School alumni and businesses to support the School, College, and Aston for Life strategy, promoting a culture of giving back.
- ▶ Maintain strong engagement with alumni volunteers, ensuring they feel valued, their contributions are recognised, and they remain connected to the school.
- ▶ Manage a diverse range of activities for alumni to enhance student recruitment, reputation, entrepreneurship, and employability, while identifying and
- ▶ Recruiting alumni volunteers with relevant experience and skills to support these activities.
- ▶ Plan and deliver impactful events that leverage alumni expertise to enrich the student experience.
- ▶ Contribute to engagement and data initiatives that support rankings and accreditations, enhancing Aston Business School's global reputation.
- ▶ Provide exceptional customer service to alumni and students, communicating in a professional and positive manner through face-to-face and virtual interactions, email, phone, and social media.
- ▶ Actively contribute to the MBA Mentoring programme, ensuring MBA students benefit from alumni expertise and guidance.

- ▶ Produce and contribute to alumni and student communications, including regular e-newsletters and social media content.
- ▶ Engage regularly with Postgraduate and MBA students to build sustainable relationships, provide support, identify potential future ambassadors, and enhance engagement with rankings, communications, volunteering, and fundraising initiatives.
- ▶ Support key School and University events and projects, including graduations, open days and student inductions.
- ▶ Collaborate proactively with colleagues across the University to deliver the alumni programme, identify new opportunities, and encourage staff involvement.
- ▶ Maintain accurate records on the Raiser's Edge database, using data to measure success and inform decision-making, ensuring compliance with current data protection legislation.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	Educated to degree level or equivalent, preferably in a related field (e.g., Communications, Marketing, Public Relations, or Business Management).	Application form
Experience	<p>Substantial experience in alumni relations, external engagement, or a related area (e.g., marketing, event management, stakeholder engagement).</p> <p>Demonstrated success in building and maintaining relationships with internal and external stakeholders, such as alumni, volunteers, and students.</p> <p>Experience in planning and executing high-impact events, with the ability to manage logistics, maximise engagement, and evaluate outcomes.</p> <p>Experience in volunteer recruitment and management, ideally with measurable impact on organisational objectives.</p> <p>Excellent verbal and written communication skills with the ability to tailor messages to different audiences.</p> <p>Proficient in providing exceptional customer service to a diverse audience.</p>	Application form and interview

	Essential	Method of assessment
Aptitude and skills	<p>Strong organisational and project management skills with the ability to handle multiple initiatives concurrently, prioritising to meet deadlines.</p> <p>Proven ability to work both collaboratively in a team setting and independently, with self-motivation and initiative.</p> <p>Skilled in cultural awareness and sensitivity, with experience working across different cultures and backgrounds.</p> <p>Proficient in using a variety of IT tools, including CRM databases (e.g., Raiser's Edge or similar), MS Office, and digital communication tools to manage relationships and track progress.</p>	Application form and interview

	Desirable	Method of assessment
Education and qualifications	<p>Additional training or certification in areas related to alumni relations, volunteer management, or events management.</p> <p>A qualification in digital communications, marketing, fundraising, or public relations, which would enhance understanding of effective alumni engagement strategies.</p>	Application form
Experience	<p>Prior experience in a higher education environment, particularly within alumni relations, student engagement, fundraising, or a similar field.</p> <p>Experience in recruiting, managing, and motivating volunteers to engage in activities that support organisational goals.</p>	Application form and interview

	Desirable	Method of assessment
	<p>Familiarity with working in an international or culturally diverse setting, ideally with alumni from postgraduate or MBA programmes, and an understanding of their unique needs and motivations.</p> <p>A record of contributing to or supporting fundraising initiatives, with an understanding of how alumni relations can play a role in development efforts.</p>	

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Behaviours



Innovation



Collaboration



Ambition



Inclusion



Integrity

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59pm on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information.

Enquiries about the vacancy:

Name: Paula Eccles

Job Title: Alumni Relations Manager

Email: p.eccles@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

The salary being offered for this role is below the minimum threshold for required to sponsor new applicants to the Skilled Worker route. However, Aston University may be able to sponsor the successful candidate if they:

- ▶ Are under 25 years old
- ▶ Have held a Student or Graduate visa in the last 2 years
- ▶ Are already in the UK with a Tier 2 or Skilled Worker visa
- ▶ Please contact hr_immigration@aston.ac.uk if you would like to discuss your eligibility for Skilled Worker sponsorship.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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