



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Head of Alumni Relations & Career Services

Ref no.:

Department/Division: TRIUM Global EMBA

Accountable to: Executive Director, TRIUM

Criteria	Evidence	E/D
Knowledge and Experience	Educated to degree level or equivalent	E
	Relevant experience in an alumni relations, public relations, career services, corporate relations, or similar role, preferably in an executive education, business school or higher education setting	E
	Experience of creating a strategic plan and leading its implementation	E
	Proven ability to establish and maintain positive relationships with a wide range of people including the ability to support, motivate and manage alumni “volunteers”	E
	Experience of event organisation and delivery, preferably in an international setting	E
	Experience in web, email and social media communication in a business setting	E
	Proven skills in project management	E
	Experience of using or managing databases or CRM, e.g. Salesforce	E
	Budgetary management experience	E
	Demonstrable business acumen and sound judgement	D
	Experience in a fundraising environment	D
	Knowledge and experience in the higher education sector	
Communication	Highly developed verbal and written communication skills and the ability to communicate effectively and confidently at all levels	E
	Excellent presentation skills	E
	Proven interpersonal skills	E
	Ability to deal with confidential matters with discretion	E



	An understanding of working with a variety of cultures and the sensitivities required	E
Planning and organising resources	Demonstrable experience planning and managing projects or significant areas of work concurrently	E
	Evidence of managing and controlling budgets effectively and allocating resources in accordance with strategic objectives and established priorities.	E
	A track record of managing projects to deadline	E
Liaison and Networking	Experience building and developing networks with internal and external contacts / stakeholders	E
	Proven ability to participate in relevant networks both internally and externally in support of strategic objectives	E
Teamwork and Motivation	Ability to use influence to manage effectively and achieve goals in a cross-functional team environment	E
	Ability to work collaboratively and effectively in a team environment and support colleagues in achieving broader organisational goals	E
Decision Making	Experience of making decisions at a strategic level with broader organisational impact	E
	Ability to consult effectively and make independent decisions	E
Service Delivery	Ability to provide a high standard of service to customers as well as other internal and external stakeholders	E
	Ability to provide information accurately and promptly to internal and external customers	E
Initiative and Problem Solving	Use initiative and creativity to resolve problems where solutions may not be immediately apparent and/or where there is lack of precedent	E
	Apply creativity to devise varied solutions in line with the strategic objectives of the programme.	E
	Ability to recognise when a problem should be referred or escalated	E



Analysis and Research	Strong analytical skills	E
	Experience in collecting and analysing data from multiple sources to inform strategic direction	E
Other	Working outside of regular hours and willingness to travel	E

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.