



## Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

**Job title: Head of Alumni Relations & Career Services, TRIUM Global EMBA Program**  
**Ref no.:**

**Department/Division: TRIUM**

**Accountable to:** Elizabeth O'Neill  
Executive Director

### About TRIUM:

- TRIUM [www.triumemba.org](http://www.triumemba.org) is a leading Global Executive MBA programme run jointly by LSE, New York University Stern School of Business (NYU Stern) and HEC School of Management Paris (HEC), currently ranked #3 by the *Financial Times*
- The programme comprises six intensive, intellectually rigorous educational modules, hosted at NYU Stern, the LSE and HEC Paris, as well as at two additional international locales, currently held in Silicon Valley, California and Shanghai, China. The students earn their degree in 17 months, through the six modules, which results in 10 weeks away from the office during this time period. Graduates of the TRIUM programme earn a single MBA degree issued jointly by NYU Stern, LSE and HEC Paris.
- A TRIUM student has an average of 15 years work experience (40% have advanced degrees). A usual cohort of 65 will have students from over 30 countries around the world. The current alumni base is approximately 900.

### Job Summary:

In order to meet the growing demands of the TRIUM alumni population, we are seeking a qualified candidate to manage the TRIUM alumni community.

The TRIUM EMBA community is a global and highly sophisticated audience of senior-level executives. The position requires someone with highly developed verbal and written communication skills, someone who is highly strategic, globally sensitive and who demonstrates superior customer relations skills.

This position will be responsible for developing the alumni engagement strategy and its implementation, building relationships with TRIUM's c. 1,000 alumni / students, internal and external stakeholders, and planning and organising events and activities that enhance the alumni experience and therefore enhance the program's reputation and support the program's marketing and admissions efforts.



By maintaining and nurturing contact with alumni, this position may also be called upon to lead or assist the development and implementation of future fundraising activities, strategizing and coordinating with Executive Directors as well as leaders of key internal alliance school stakeholder groups to accomplish goals.

In addition, this position will be responsible for developing the appropriate career services strategy for TRIUM students and alumni, including but not limited to building the TRIUM brand with external stakeholders (e.g. executive search firms), optimising the relationship with the career services at the three alliance schools and ensuring career-related curriculum components (e.g. career coaching) are relevant and effectively integrated into the TRIUM programme.

The current balance of the role is weighted towards alumni relations in support of strategic objectives, however, building the right career services strategy for students and alumni is likely to be an increasingly important part of the role.

#### **Alumni Engagement:**

- Lead the development of an updated TRIUM alumni engagement strategy, working closely with the Executive Director and other key staff to ensure alignment with the overall TRIUM program strategy.
- Lead the implementation and successful delivery of the alumni engagement strategy.
- Cultivate good will and lasting relationships amongst the TRIUM alumni community through an effective alumni communication strategy, including the ownership and execution of the web and social media strategy (e.g. LinkedIn, Facebook. TRIUM Network / Alumni Portal, Quarterly Newsletter, etc.).
- Working closely with the Head of Recruitment and Admissions, develop a strategy to leverage the alumni network to generate program enrolments and admissions referrals, create brand ambassadors, capture ideas and innovations from alumni, leverage their industry expertise and insights into the needs of global business, identify guest speakers and capstone project mentors, gather competitive intelligence, and otherwise support the strategic priorities of TRIUM.
- Working closely with the Head of Admissions, take active involvement in the creation of communications, alumni profiles and social media posts which capture the activities and contributions of the alumni community.
- Manage the relationship with the TRIUM Alumni Steering Committee (TASC) and lead a review of the role of the committee to ensure it is aligned with the alumni engagement strategy. Review and update the governance structure for TASC and any related sub-committees as required.
- As part of the alumni strategic review, assess opportunities for for regional alumni groups. Recommend appropriate framework for set-up and support, referencing best practices from the three alliance schools. Support regional alumni group activities in accordance with the overarching strategy.
- Assist the Executive Director in a review of fundraising opportunities within the context of TRIUM and support in cultivating alumni relationships to advance fundraising goals..



- Assist in the implementation the fundraising strategy, as appropriate, in accordance with TRIUM priorities and in coordination with the alumni associations and fundraising organisms at the three alliance schools.
- Attend various parts of the TRIUM program in order to build relationships with current students and communicate ongoing opportunities for engagement.
- Organize and run alumni events throughout the year, including annual holiday parties, alumni evenings at modules and other activities as appropriate.
- Spearhead other alumni projects in support of the strategy.
- Handle all general alumni enquiries and ensure the alumni portal and database is kept up to date for maximum effectiveness in alumni communications.
- Organize data and tracking of alumni giving and events participation (e.g., evaluative reports on programs, projects, events and giving).
- Liaise on a regular basis with different teams at NYU Stern, LSE and HEC Paris to advise on a set of programmatic initiatives and communications that will engage and motivate alumni communities.
- Manage the budget for alumni services and activities.
- Line manage current Alumni intern position and liaise closely with NYU, LSE and HEC Operations staff for event planning and other logistics as required.

#### **Career Services:**

- Lead the development of the annual Career Services strategy, working closely with the Executive Director and other key staff to ensure alignment with the overall TRIUM program strategy.
- Lead the implementation and successful delivery of the Career Services strategy.
- As part of the above, conduct market research on the needs of TRIUM students and alumni as well as a competitive analysis to benchmark TRIUM Career Services against other leading EMBA programs.
- Spearhead the effort to raise awareness of the TRIUM brand with relevant external stakeholders including global executive search firms, building relationships and engaging relevant constituents in programming where appropriate (e.g. panel sessions for students and alumni).
- Ensure TRIUM has the appropriate portfolio of career service offerings, balancing available resources and student / alumni needs, as well as leveraging the services available through the three alliance schools.
- Identify, negotiate and manage relationships with external vendors with whom TRIUM may wish to partner as part of the Career Services strategy. .
- Manage the vetting, selection and ongoing relationships with the TRIUM Career Coaches ensuring quality and positive performance against goals.
- Work closely with other members of the TRIUM staff to ensure that details of the Career Services offering are communicated and integrated into general marketing and communications, in particular as part of the recruitment and admissions process.

#### **Flexibility**

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated



as and when appropriate.

Some evening and weekend work as well as overseas travel may be required.

#### **Equity, Diversity and Inclusion (EDI)**

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

#### **Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

#### **Environmental Sustainability**

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.