



# **VOLUNTEERS MANAGER**

(Payclass 11; Contract – 24 Months)

## **Development & Alumni Department**

UCT's Development and Alumni Department (DAD) is seeking to appoint a Volunteers Manager whose role will be to work with the Head of Alumni Relations as well as the alumni relations team, taking responsibility for designing, developing and delivering a coordinated alumni and supporter volunteers strategy, involving building relationships with a wide range of alumni and stakeholders to ensure the University maximises opportunities in the external environment, both nationally and internationally.

This is a senior role that considers current context, best practices and understand university goals and objectives. The role requires the ability to build, nurture and sustain strong interpersonal relationships and partnerships to build a diverse and representative base of volunteer leaders. The incumbent will contribute meaningfully to the Alumni and Supporter relations strategy as well as to the broader Development and Alumni departmental strategy.

As a member of the DAD Senior team, the incumbent will lead on developing an annual, iterative programme that includes opportunities for alumni and friends of UCT to support professional careers, sector, interest driven or geographically-based alumni and supporter networks. Working with the DAD Individual Giving Manager, the incumbent will identify opportunities for these cohort groups to amplify the work of DAD: volunteer fundraising, career mentorship and broadening of networks.

For this post, we seek a highly competent and experienced person to join a dynamic team of alumni and advancement professionals to build and nurture our relationships with our volunteer leaders, potential donors, and alumni community. The successful candidate needs to be a skilled communicator, relationship and partnership builder, and able to work independently to identify opportunities to develop mutually beneficial relationships with volunteer leaders, all alumni.

### **Requirements:**

- Qualification at an NQF level 7
- At least five years of international fundraising experience or Volunteer support experience or similar
- Stakeholder engagement experience inclusive of expertise in audience segmentation and rewards programming
- Experience of working with and supporting volunteer leaders, both individuals and boards
- Excellent literary and communication skills, both oral and written
- Proven ability to mobilise constituent groups
- A proven ability to work well under pressure in a complex and demanding environment
- Capacity to apply innovative and practical problem-solving skills to the challenges at hand
- The ability to represent the University of Cape Town with a range of external constituencies
- Proven ability to think strategically and, develop and implement iterative strategies
- The ability to be highly opportunistic and take initiative when the situation demands it.
- The ability to develop, apply and manage performance linked metrics and targets

### **Advantageous:**

- Good knowledge of the Higher Education environment – locally and abroad
- An appreciation of the nuances associated with giving on the Continent

### **Responsibilities:**

- Build and increase the base, involvement and impact of global volunteer leadership through:
  - identifying and recruiting highly motivated and effective advocates, ambassadors, supporters and fundraisers to serve as campaign leaders, advisory board members who will open networks for potential fundraising and host various fundraising and engagement events
  - ensuring that the volunteer leadership understand and believe in the University's vision, goals, and priority projects, are kept involved in the volunteer role and are recognised and thanked for their involvement
  - linking the volunteer leadership directly with the Executive, major donors; executive committee of convocation and other key stakeholders

- Develop a map of the different groupings by donor, alumni communities, region etc. and a framework of roles to be played by volunteer leaders
- Develop strategies to locate and engage alumni volunteers of colour who may have had difficult experiences of UCT – so as to ensure a diverse base of volunteers and supporters
- Develop and monitor an annual plan of volunteering opportunities for alumni and supporters that enables the University's fundraising strategy, along with the preparation and dissemination of a related communications plan and responsibility for associated budgets
- Work with the DAD national and global fundraising managers, and assist in developing generic fundraising collateral and bespoke gift propositions and proposals in consultation with constituencies across the university, including CMD, IAPO, RO, Fin Office and the academic departments
- Design and implement annual alumni and supporter volunteering plans
- Lead the activity of alumni and supporter volunteers and networks regionally, nationally or globally in collaboration with the appropriate voluntary committees and colleagues across the institution.
- Develop an incentives programme for alumni volunteerism inclusive of a loyalty programme and annual awards/challenge category to recognise outstanding volunteers
- Design and develop appropriate benchmarking surveys and competitor analysis to ensure that UCT offers a sector-leading alumni engagement volunteers programme and is providing a lifelong return on investment.
- Devise a framework and put in place necessary structures to share, communicate and align activities of volunteer leaders, the regional offices and various advisory boards
- Develop metrics to assess volunteer performance and impact. Recognize and acknowledge the contributions of volunteers through various means such as awards, appreciation events, and public recognition – working with the alumni relations manager at DAD

The annual cost of employment for this position, commensurate with qualifications and experience will be between R711 889 to R837 514. This is negotiable.

**To apply**, please e-mail the below documents in a **single pdf file** to Marion Harris at [m.harris@uct.ac.za](mailto:m.harris@uct.ac.za)

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

**Note:** An application which does not comply with the above requirements will be regarded as incomplete.

Only shortlisted candidates will be contacted and may be required to undergo a competency test.

**Telephone:** 021 650 2163

**Website:** [www.uct.ac.za](http://www.uct.ac.za)

**Reference number:** E23933

**Closing date:** 06 October 2023

*"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at [www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf](http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf)."*

UCT reserves the right not to appoint.