

	Last Updated: 15/09/2025		
Job Title	Surrey Leaders Programme Manager		
Faculty/ Department	Advancement	Subsidiary	University of Surrey
Job Family	Professional Services	Job Level	5
Reports To	Senior Alumni Relations Manager	Line Manages (role title(s))	N/A

Job Statement:

The role of Advancement is to work with the academic community to engage alumni, friends, companies and trusts in support of the University. We are responsible for sustaining a lifelong relationship with our worldwide alumni community of over 153,000 graduates in 185 countries, raising funds and encouraging volunteering to support the University's corporate strategy.

Within Advancement, the Alumni and Supporter Engagement Team delivers a full suite of engagement activities nationally and internationally which include: fundraising, communications, events and volunteering opportunities, to encourage alumni and supporters to engage with the University and build a long-term connection between the University and its alumni.

The Surrey Leaders Programme Manager plays a vital role in advancing the mission of the University of Surrey's Surrey Leaders Alumni Programme. This dynamic and forward-thinking role is essential in fostering meaningful and enduring connections among the university's alumni, empowering them to become influential leaders in their respective fields and make a positive impact on society.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities.

1. Leads the planning and delivery of the Surrey Leaders programme in collaboration with senior leaders and managers.
2. Manages project plans, timelines, budgets, and risk mitigation to ensure successful outcomes.
3. Coordinates cross-functional teams and external partners to deliver programme objectives.
4. Builds and sustains relationships with participants, speakers and the funder.
5. Designs and delivers events and activities for the Surrey Leaders community that strengthen alumni engagement with the University.
6. Develops and implements multi-channel communication strategies (e.g. newsletters, social media, web).
7. Drives participant recruitment and retention, ensuring inclusivity and diversity within the programme.
8. Maintains and analyses participant data to track outcomes and evaluate impact.
9. Produces reports and updates for senior leadership and funder.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Planning and organising

- Leads the planning and delivery of the Surrey Leaders programme in collaboration with senior leaders and managers.
- Manages project plans, timelines, budgets, and risk mitigation to ensure successful outcomes.
- Working in partnership with the Alumni Events Officer to coordinate logistics for Surrey Leader engagement activities, including events, venues, catering, and materials.
- Develops and maintains an organised database of alumni participants, tracking outcomes and career progression.
- Produces regular reports and updates for senior leadership and funders.

Problem Solving and Decision Making

- Address challenges related to alumni engagement and communication effectively.
- Analyse data and feedback to make informed decisions regarding programme improvements.
- Resolve conflicts and issues that may arise during alumni events or mentorship programmes.
- Make decisions and resource allocation and funding opportunities.
- Evaluate and choose the most effective communication channels for alumni outreach.

Continuous improvement

- Continuously assess the success of the alumni programme, identifying areas for enhancement.
- Implement feedback loops to collect input from alumni and students for program refinement.
- Stay updated on industry best practices in professional/CPD networks, alumni relations and higher education.
- Innovate and adapt strategies to meet the evolving needs and expectations of alumni.
- Introduce new approaches to alumni engagement and event management for better outcomes.

Dimensions of the role

- The post holder will manage allocated budgets effectively and flexibly so that expenditure is controlled and objectives are delivered within budget.
- This post holder may supervise from time-to-time temporary staff or contractors.

Supplementary Information

The post holder will be required to have some degree of flexibility in terms of working outside of normal office hours due to the nature of the post.

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Professionally qualified with a relevant degree/postgraduate qualification, plus broad demonstrable experience in similar or related roles
OR
Substantial vocational and relevant experience demonstrating ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).
Level 1: basic level of understanding/experience and can apply it with guidance.
Level 2: good level of understanding/experience and can apply it with little or no guidance.
Level 3: expert level of understanding/experience and can apply, develop it and guide others.

**Essential/
Desirable**

**Level
1-3**

Proven experience in project management, event planning, or alumni relations.

E

3

Strong interpersonal and communication skills.

E

3

Ability to work independently and collaboratively in a team environment.

E

3

Excellent organizational and multitasking abilities.

E

3

Knowledge of alumni engagement best practices.

D

2

Experience working in higher education or a similar institutional setting.

D

2

Familiarity with alumni relations software e.g. Raiser’s Edge/NXT database.

D

2

Special Requirements

**Essential/
Desirable**

Prepared to work outside regular office hours on weekends or evenings, as necessary, to assist at events.

E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

**Level
1-3**

Communication

3

Adaptability and Flexibility

2

Customer, Client service and support

3

Planning and Organising

2

Continuous Improvement	2
Problem Solving and Decision Making Skills	2
Managing and Developing Performance	n/a
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking and Leadership	n/a

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

Organisational/Departmental Information & Key Relationships

Background Information

The role of the University's Advancement team is to build and maintain connections with our Alumni and to help secure philanthropic support for the University. We are responsible for sustaining a lifelong relationship with our worldwide alumni community of over 153,000+ graduates and raising funds to support students and the University's research and teaching activities.

The team works in partnership with academic and professional colleagues throughout the University to build enduring relationships with external constituencies – including alumni, non-alumni, corporate and foundation donors – and to increase financial support for agreed academic priorities.

The Advancement team culture is professional, collaborative and customer service focused, and values transparency, flexibility, proactivity, integrity, respect, tenacity, motivation and commitment.

Relationships

Internal

- The post holder will have contact with the offices of senior staff within the University including the President and Vice-Chancellor and Vice-President (Global)
- The post holder will have frequent contact with senior staff in the Faculties (including Deans, Heads of School and administrators).
- The post holder will liaise with and build relationships with staff from professional services departments.

External

- Alumni and supporters
- The post holder will liaise with external suppliers. This interaction will be both in person and via various methods of communication.
- The post holder will liaise with consultants, suppliers and contractors on behalf of the wider Advancement team.

Department Structure Chart

