

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Alumni and Graduation Lead

Area *Te Tari*: Director: Marketing, Communications and Engagement

Reports to (title) *Ka whakaratatia e*: Director: Marketing, Communications and Engagement

SP10 placement: D Band

Primary purpose *Te take matua*

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's strategic goals and objectives.

The Alumni and Graduation Lead oversees the end-to-end delivery of Otago Polytechnic's graduation ceremonies and leads the development of a strong, engaged alumni community. The role manages all graduation planning and operations, ensuring events are delivered professionally and enhance the institution's reputation. Alongside this, the role builds and maintains alumni relationships through database CRM management, storytelling, engagement initiatives, alumni benefits, and employer-focused outcomes. This position plays a key role in celebrating learner success and strengthening lifelong connections with Otago Polytechnic. Occasional evening work is required to support event delivery.

The role works in partnership with the organisation using a proactive, collaborative approach that supports and coaches others in alignment with Otago Polytechnic's strategic goals and objectives

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome <i>Kā hua</i>
Graduation Planning and Delivery	- Lead the end-to-end planning, coordination, and delivery of graduation ceremonies in line with approved timelines and delivery milestones - Develop and manage graduation schedules, run sheets, and operational plans to ensure ceremonies are delivered safely, smoothly, and on time - Coordinate and oversee all logistical requirements, including venues, suppliers, equipment, inventory, and secure storage - Recruit, train, brief, and manage Otago Polytechnic kaimahi supporting graduation delivery, ensuring clarity of roles and responsibilities - Oversee gown room operations, including hire, issue, return, and coordination of internal and external gown suppliers - Collaborate with Marketing to ensure consistent branding, communications, and public-facing presentation of graduation events - Identify and manage risks, issues, and contingencies associated with graduation delivery, including real-time problem-solving as required - Effectively prioritise workload and competing demands to support timely and successful graduation delivery
Graduate registration and data integrity	Support a positive graduate experience by coordinating graduation registration activities in line with Graduation Event KPIs

	• Work closely with Schools and Academic Registry to support the timely progression of results and awards within agreed graduation timelines • Maintain a working understanding of Student Management Systems to review graduation information, identify discrepancies, and escalate issues in response to graduate enquiries
Stakeholder Communications and Co-ordination	• Coordinate graduation communications with Otago Polytech's communications team to ensure information for staff, students, and the public is accurate, up to date, and strategically timed • Work with internal stakeholders to align key messages, milestones, and timelines supporting graduation delivery • Ensure graduation timelines and expectations are clearly communicated and followed across all involved teams
Graduation Event Day Management	• Act as the on-site operational lead for graduation ceremonies, overseeing delivery against approved run sheets and schedules • Coordinate and brief suppliers, staff, volunteers, speakers, sponsors, and exhibitors to ensure roles, timings, and expectations are clear • Monitor live event operations and respond to emerging issues, risks, or last-minute changes to ensure ceremonies run smoothly • Escalate issues as required and implement practical solutions in real time to minimise disruption to the graduate and guest experience • Ensure health and safety procedures are adhered to throughout event delivery
Post-event reporting and improvements	• Produce post event debriefs and reports for key stakeholders, including event outcomes and areas for improvement. • Oversee and support system and processes improvement in relation to graduation
Alumni Engagement & Development	• Lead the development of an alumni engagement plan and coordinate the delivery of tactics and initiatives to strengthen alumni relationships with OP • Maintain accurate alumni records, ensure data integrity, and work closely with key staff to support reporting, insights, communication and engagement activity. • Work with Marketing & Comms to produce alumni-focused communication and engagement that builds connection, visibility, and pride in Otago Polytechnic. • Highlight graduate employment outcomes and employer partnerships through alumni content and engagement activities. • Support the development and promotion of alumni benefits, opportunities, and value-add initiatives that strengthen lifelong engagement.
Administration and Finance	• Manage the graduation inbox, ensuring timely responses, accurate information, and effective triaging of enquiries • Create, monitor, and report on the graduation and alumni budget, ensuring responsible allocation. • Coordinate supplier payments, including obtaining quotes, raising purchase orders, and ensuring timely payment of invoices in line with delegations • Ensure purchase orders and invoicing are raised and processed in accordance with required timelines and organisational policies • Maintain high-quality records management practices, ensuring team files are accurate, complete, and well organised

Observe principles and practices of Equal Employment Opportunity and Diversity	Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	- Achievement of a healthy and safe work and learning environment - New and existing hazards will be pro-actively identified and managed - Incidents, accidents and occupational illnesses immediately reported - Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfill our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	- Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success. Participate in required training to confidently apply the Code within your role. - Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. - Awareness to attain OP as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	- Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. - Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 - Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	- Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes - Our values are consistently demonstrated.
Inherent Requirements:	

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Director: Marketing, Communications and Engagement	Formal Leader. Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Executive Leadership Team and Executive Assistants, Marketing, Communications and Engagement Team	Collegial support and advice, work distribution, peer discussions in a self-leading team environment. Work in partnership with others.
Marketing and Communications Team, Digital Team, Academic Registry	Positive and collaborative working relationships with colleagues to build an excellent customer experience and the seamless provision of services to clients and stakeholders. Ensure two-way communication regarding eligible graduands. Work

	collaboratively to build an excellent graduation experience.
All Schools/Colleges, Departments and Campuses of Otago Polytechnic	Provide timely and accurate advice and information as requested. Seek feedback, maintain, and manage positive relationships with key stakeholders.
Alumni of Otago Polytechnic	Foster meaningful relationships with alumni through regular communication, recognition of achievements, and opportunities for continued involvement in the Otago Polytechnic community.
Contractors: including suppliers, DCC, DVML, and the University of Otago and other external stakeholders.	Liaise with external stakeholders in a professional manner to ensure best practice outcomes for OP
External partners, including but not limited to industry, community and mana whenua	Work in partnership to understand needs and how we can meet these.

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time

Position dimensions *Kā āhuataka tūraka*

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Budget:** Nil
- **Number of employees reporting directly:** Nil

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Experience managing and coordinating events
- Understanding of financial processing and budget tracking
- Confident using Microsoft Office and learning new systems.
- Ability to manage data accurately, maintain clean records, and work confidently with information systems.
- Strong organisational skills, including the ability to develop and maintain effective systems and processes
- Innovative problem-solving with the ability to adapt quickly to changing circumstances
- Excellent communication skills and the ability to build strong relationships across teams and the wider organisation
- Excellent written and oral communication skills
- Project management experience, including planning, execution, and evaluating projects or events.
- Ability to prioritise and manage multiple schedules and deadlines
- Creative, ability to develop themes, visual concepts, and engaging event experiences.

Desirable:

- Experience working in tertiary education
- Experience with data analytics, dashboards, or other reporting tools

Selection Criteria – Education and Experience***Whakariteka Kōwhiritaka - kā kuraka me kā wheako***

Essential:

- Tertiary qualification at degree level in Events, Marketing, Business Administration, or a related field; or equivalent relevant experience.
- Experience in project or event management

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Collaborative and facilitative working style, with the ability to influence and coordinate across teams
- Excellent attention to detail and accuracy in work
- High level of professional and ethical conduct
- Strong organisational and prioritisation skills, with the ability to manage competing demands and meet tight deadlines
- Initiative, enthusiasm, and a positive attitude
- Proven ability to remain calm and effective under pressure
- Flexible, responsive, and customer-focused approach
- Ability to work and communicate effectively with a wide range of people

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.