

Job Description: Deputy Manager - Engagements

Department: Resource Development

Reports to: Director RD

Location: Habib University, Karachi

#### Position Summary:

The Deputy Manager - Engagements plays a vital role in curating and executing exceptional engagement experiences for donors, prospective supporters, and other key stakeholders. This position focuses on ensuring seamless coordination of Resource Development (RD) engagements within Pakistan and across global chapters. The role includes overseeing all logistical, strategic, and experiential aspects to deliver meaningful interactions that highlight Habib University's transformative mission and vision.

A key responsibility of this role is to institutionalize engagement protocols, ensuring consistency and excellence across all touchpoints through detailed checklists, templates, and processes.

#### Key Responsibilities

##### **1. Engagement Strategy and Planning**

Collaborate with the RD leadership team to design and implement a comprehensive engagement strategy aligned with Habib University's objectives.

Develop personalized and impactful engagement experiences for donors, visitors, and other stakeholders, highlighting the university's mission and accomplishments.

Institutionalize engagement protocols by creating checklists, workflows, and templates to ensure consistency and excellence in all interactions.

##### **2. Logistical Coordination and Execution**

Manage all logistical aspects of events, meetings, and stakeholder visits, ensuring flawless execution.

Develop detailed event and visit workflows, including timelines and task assignments, to ensure effective coordination across teams.

Oversee venue arrangements, guest hospitality, audiovisual needs, and other event logistics to deliver high-quality experiences.

Serve as the primary point of contact for stakeholders during engagements, addressing on-site needs with professionalism.

##### **3. Stakeholder Correspondence and Relationship Management**

Draft, review, and send professional invitations, thank-you notes, and follow-up communication to stakeholders.

Ensure all correspondence reflects Habib University's tone, values, and commitment to excellence.

#### **4. New Visitor Experience Design**

Curate tailored engagement journeys for new visitors, showcasing Habib University's unique campus, initiatives, and student achievements.

Develop personalized itineraries that include interactions with students, faculty, and leadership to foster meaningful connections.

Ensure visitors leave with a lasting impression of Habib University through thoughtful touchpoints, such as custom welcome kits and parting tokens.

#### **5. Strategic Communication and Reporting**

Collaborate with the Communications team to align messaging for all engagement materials.

Prepare briefing notes, talking points, and coordinate for presentation decks for leadership ahead of engagement activities.

Develop post-event reports to capture outcomes, stakeholder feedback, and areas for improvement.

#### **6. Institutionalizing Engagement Protocols**

Create and implement standardized engagement protocols to streamline event and visitor management processes.

Develop detailed checklists for various engagement scenarios to ensure no detail is overlooked.

Regularly update and refine protocols based on feedback and evolving best practices.

#### **7. Global Chapter Support**

Coordinate with Global RD to ensure successful execution of events and stakeholder meetings across global chapters.

Provide strategic and logistical support to maintain alignment with Habib University's overall engagement objectives

#### **Required Skills**

Exceptional organizational skills with a strong focus on detail and process management.

Proven ability to manage complex workflows and meet tight deadlines.

Excellent written and verbal communication skills with experience drafting professional correspondence.

Strong interpersonal skills and the ability to build relationships with diverse stakeholders.

Creativity and vision to design engaging and meaningful experiences.