## Donor Relations Officer

<table>
<thead>
<tr>
<th><strong>POSITION NUMBER</strong></th>
<th>0055935</th>
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<tbody>
<tr>
<td><strong>PROFESSIONAL CLASSIFICATION</strong></td>
<td>UOM 6 - $89,182 - $96,536 per annum (pro rata for part-time)</td>
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<tr>
<td><strong>SUPERANNUATION</strong></td>
<td>Employer contribution of 17%</td>
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<tr>
<td><strong>WORKING HOURS</strong></td>
<td>Full Time (1 FTE)</td>
</tr>
<tr>
<td><strong>BASIS OF EMPLOYMENT</strong></td>
<td>Continuing</td>
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<tr>
<td><strong>OTHER BENEFITS</strong></td>
<td><a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a></td>
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**HOW TO APPLY**

Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.

**CONTACT FOR ENQUIRIES ONLY**

Claire Smith, Donor Relations Manager  
Tel +61 3 XXXX XXXX +61 4XX XXX XXX  
Email claire.smith@unimelb.edu.au

*Please do not send your application to this contact*
Acknowledgement of Country

The University of Melbourne would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrang people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

Position Summary

The Donor Relations team is part of a Centre of Excellence in Alumni and Donor Relations and is responsible for the development and implementation of the University’s Donor Relations strategy and implementation of donor relations activities within the Advancement portfolio.

As a shared service, the Donor Relations function designs and delivers individual and cohort-based donor engagement activities and programs with the objective to inspire donors to give more generously and more often, in line with the priorities and objectives of the associated fundraising programs. The team is responsible for a pan-University service model for donor engagement across the pillars of gift acknowledgement, recognition, engagement, and impact communications and reporting, to enable an outstanding and consistent experience for all philanthropic supporters of the University.

The Donor Relations Officer will support Donor Relations Manager to develop and deliver communications, programs and activities that nurture meaningful forms of engagement that result in donor loyalty and retention, strengthening relationships between the University and its donors. The role will also support the Donor Relations Manager with operational planning and customer service tasks.

Reporting line: Donor Relations Manager
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: N/A

Key Responsibilities

- As part of the Alumni and Donor Relations Centre of Excellence, assist with the implementation of the University’s donor relations strategy.
- Prepare high-quality and high-impact donor communications, including gift acknowledgment letters from Faculty and University leadership, donor impact reports to connect supporters with the impact of their giving, ad hoc donor correspondence, and event materials.
- With the support of the Donor Relations Manager, where suitable, take a lead role in delivering donor relations programs and projects for donors at all giving levels.
- Track, deliver and monitor stewardship requirements for unsolicited / donor-directed gifts to the University.
- Support the Donor Relations Manager in the delivery of bespoke engagement plans and meaningful experiences for the University’s most significant donors.
• Support donor relations programming, communications, events, and continuous improvement projects.

• Monitor Donor Relations email enquiries and respond / triage where required, providing a high level of customer service.

• Provide event logistics support, as required for the Alumni and Donor Relations team.

• Support the Donor Relations shared service, with operational planning, workflow management and team coordination.

• Ensure that intelligence / data on individual alumni and cohort prospective donors’, benefactors’ and sponsors’ interests, linkages and networks and involvement with the University is recorded, updated, and shared as appropriate on the Advancement Office’s database to inform the University’s corporate relations, enterprise and philanthropic activities.

• Other duties, as required by the Director, Donor Relations.

**Selection Criteria**

**ESSENTIAL**

• Undergraduate qualifications in a relevant discipline and/or an equivalent mix of education and relevant fundraising, donor relations or customer service experience or an equivalent combination of relevant experience and education/training as per the current Enterprise Agreement classifications.

• Excellent written communications skills, including a high level of accuracy and attention to detail with the ability to draft, edit and proof communications materials.

• Skills in project and program management, including a demonstrated capacity to deliver projects and programs within time and on budget.

• Skills in manipulating and analysing data as it relates to the delivery of donor programs and activities.

• Excellent organisation and time management skills with the ability to plan and prioritise tasks, including ability to work under pressure and to tight deadlines.

• Experience in stakeholder management with the ability to effectively build networks and liaise with a wide range of internal and external contacts.

• Ability to work autonomously, follow policies and procedures and understand how they are applied across a complex structure, be self-motivated, problem-solve within own task responsibilities and take a proactive ownership towards achievement of results.

• A strong team player demonstrating flexibility, adaptability, reliability as well as enthusiasm and positivity.

• Proficiency in a range of computer applications, including the Microsoft Office suite and complex CRMs.

**OTHER JOB RELATED INFORMATION**
• This position requires the incumbent to hold a current and valid Working with Children Check.
• Flexibility may be required to attend occasional after-hours or weekend events.

**Job Complexity, Skills, Knowledge**

**LEVEL OF SUPERVISION / INDEPENDENCE**

The Donor Relations Officer works under the broad direction of the Donor Relations Manager and may at times support the Director, Donor Relations on special projects. The incumbent will be able to work autonomously to delivery projects and understand when to escalate matters to senior staff members.

The responsibilities of the position are broad and varied requiring the incumbent to liaise with a wide range of stakeholders by telephone, email, and in person. The diversity of the responsibilities demand flexibility, the ability to learn on the job and the attributes of a good team player. The incumbent will also demonstrate ability in forward planning of key tasks, effective time management and a commitment to high quality customer service.

**PROBLEM SOLVING AND JUDGEMENT**

The Donor Relations Officer is expected to independently use sound judgement, diplomacy and initiative to make decisions relating to existing policy and frameworks to work assignments and projects. The incumbent will use their problem solving and sound judgement skills to foresee and address challenges relating to their programs and to escalate any major issues to the Donor Relations Manager.

**PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The incumbent will require an excellent knowledge of the University's policies and procedures, in particular how they interact with principles of fundraising and donor relations.

**RESOURCE MANAGEMENT**

The Donor Relations Officer is expected to be responsible for their own time management and prioritisation of tasks to ensure that deadlines are met. The incumbent is required to provide support and work collegially with members of the Alumni and Donor Relations team, the wider Advancement and stakeholder teams within the University to deliver on program objectives.

The incumbent will be responsible for the coordination of specific projects and ensuring adherence to budget parameters.

**BREADTH OF THE POSITION**

The incumbent will be required to liaise across the University, as well as with external stakeholders.

**Equal Opportunity, Diversity and Inclusion**
The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

**Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

**Other Information**

**THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at

http://about.unimelb.edu.au/careers

**ADVANCING MELBOURNE**
The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

GOVERNANCE

The Vice-Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance

ADVANCEMENT

http://advancement.unimelb.edu.au/

The Advancement Office aims to facilitate the establishment and maintenance of mutually beneficial relationships between the University and its alumni, friends and benefactors. It is responsible for the management of programs relating to alumni and benefactors, and provides services to and works collaboratively with faculties and other central administration areas.

University of Melbourne Advancement (UoMA) has been responsible for the coordination and delivery of Believe: The Campaign for the University of Melbourne. The Believe Campaign came to a conclusion at the end of 2021. Over the 14 years of the life of the campaign, the University has engaged over 100,000 alumni and raised more than $1.17b, with 30,000 donors and 73,000 instances of giving to one
of the largest philanthropic campaigns in Australian history. The funds will support 34 professorial chairs, 25 of them into the long term. The University is currently engaged in a yearlong program of thanking and demonstrating the impact of the Campaign.