Donor Relations Officer (Leadership & Regular Giving)

POSITION NUMBER 0052859

PROFESSIONAL CLASSIFICATION
STANDARD/SALARY UOM 6 - $92,749 - $100,397 per annum (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

OTHER BENEFITS https://about.unimelb.edu.au/careers/staff-benefits

HOW TO APPLY Go to 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
Georgia Lynas, Donor Relations Manager
Email georgia.lynas@unimelb.edu.au

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

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank, and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

**Position Summary**

The Donor Relations team is part of the University of Melbourne Advancement Shared Service. Within Advancement, Donor Relations is in the Alumni and Donor Relations portfolio that is led by the Senior Director of Alumni and Donor Relations (ADR). The Donor Relations Team is responsible for the development and implementation of the University’s Donor Relations strategy and activities. Within the Advancement shared service, the Donor Relations team designs and delivers individual and cohort-based donor engagement activities and programs with the objective to thank donors, demonstrate the impact of their support and 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. This role also contributes to the Donor Relations team’s objectives to enhance the donor experience, increase donor retention and support pipeline development through the abovementioned activities.

The Donor Relations Officer will support the 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 Leadership Giving and Engagement donors, including those who support Regular Giving initiatives such as the university wide annual appeals.

Reporting line: Donor Relations Manager (Leadership and Regular Giving)

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 personalised and cohort-based impact reports, acknowledgment letters, emails and phone calls to thank Regular and Leadership Giving donors in a timely and donor-centered manner.
- In collaboration with Communications and Marketing, deliver impact reporting and engagement following each of the University’s main fundraising appeals.
- Deliver a suite of staff giving stewardship and engagement activities.
- Deliver programs to celebrate donor and giving milestones and key donor behaviours to support donor retention, gift uplift and deepen engagement.
- Analyse data to identify and track donor behaviours to inform appropriate stewardship.
- Support the delivery of donor recognition events.
- Support the development and delivery of the annual Report to Donors communication.
- Monitor Donor Relations email enquiries and respond / triage where required, providing a high level of customer service.
- 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.
- Ensure Advancement program objectives are met within set timelines, resources and budgets and in accordance with the University’s compliance and branding policies.
- Other duties, as required by the Donor Relations Manager.

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 manipulating and analysing data as it relates to the delivery of donor, customer or membership 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.
• Experience in the delivery of events.
• 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 successful candidate will be expected to work under this supervision following clear directives but showing initiative and a self-starter ethos.

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 required to develop 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.