

## Position Description

### Advisor, Data and Advancement Services

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<b>Position No:</b>	NEW
<b>Business Unit:</b>	Vice-Chancellor & Chief of Staff
<b>Division:</b>	Alumni and Advancement
<b>Department:</b>	Alumni and Advancement Office
<b>Classification Level:</b>	Higher Education Officer (HEO) 8
<b>Employment Type:</b>	Fixed-Term, Full Time
<b>Campus Location:</b>	Melbourne (Bundoora)
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>
Further information about:	
La Trobe University -	<a href="http://www.latrobe.edu.au/about">http://www.latrobe.edu.au/about</a>

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## **Position Context/Purpose**

The Alumni and Advancement Office (AAO) is responsible for philanthropic fundraising and engagement with La Trobe University's alumni community (225,000 as at June 2021). The AAO is an outwardly facing unit of the University and engagement with stakeholders is a major element of most activities undertaken. The office undertakes major gift fundraising, alumni engagement and giving, donor stewardship and bequests. In June 2022 the University re-launched its fundraising campaign, *Make the Difference*, having reached its initial goal of \$100 million with the renewed aim to raise a further \$100 million by 2027.

Reporting to the Associate Director, Services and Support, the position of Advisor, Data and Advancement Services, supports the development of data sets/segmentation and reporting solutions acting as a key point of contact for data and reporting queries in the AAO. The incumbent understands the requirements for data usage and possible limitations in technical/application expertise to deliver solutions that support business processes and ensures data integrity. Utilising the Alumni and Advancement bespoke CRM, Raisers Edge, the position uses tools such as Business Objects and PowerBI to build queries and present data that brings to life the AAO Strategy and Campaign requirements.

### **Duties at this level will include:**

- Applies broad and/or deep knowledge and experience of work area or field of expertise to provide advice/guidance/specialist resources to others or to address significant problems or unresolved issues, some of which will be multi-disciplinary in nature.
- Negotiates solutions where a range of interests have to be accommodated, often requiring working with contributors with different areas of expertise.
- Evaluates existing service provision, keeping abreast of feedback and broader developments in the external market place, to ensure appropriate developments and innovative solutions are proposed that consistently enhance and maximise service quality, efficiency and continuity.
- Provides data and reporting advice to staff at higher levels and others. May be recognised within the Department as an expert in a specialised area of technical complexity.
- Independently monitors, reviews and develops reporting templates and data segmentations in own functional area.
- Provide day-to-day database administration of RE, RE NXT and Campaign Monitor, focusing on the support of Campaign activities, working closely with the Manager, Data and Advancement Services, Associate Director, Services and Support, colleagues and Blackbaud software support.
- Responsible and accountable for the provision of complex query development, segmentation and Business Objects reporting for Appeals and Campaigns.
- Responsible and accountable for the provision of financial reporting for the Chief Advancement Officer, including Campaign Cabinet and Foundation Committee Reports.
- Responsible for the management and oversight of Campaign Monitor data segmentation for new and existing Campaigns and lists.
- Manage high profile event data requirements (e.g., Distinguished Alumni Awards, Campaign Events) where high profile guests will be in attendance.
- Manage the development of targeted communications datasets utilising/requiring Business Objects manipulation/use.
- Responsible for the provision of scorecard, fundraiser activity, and principle gift reports, shared to the AAO.

- Manage data management issues and maintains systems daily, ensuring any technical issues are trouble shot as they arise. Liaises with Blackbaud support in order to ensure appropriate maintenance of systems supporting AAO activity.
- Responsible for the management/prioritisation of requests for data, determined by the activity occurring across the AAO e.g., campaign data requests, data imports.
- Provide ad-hoc data requests, including queries and exports of data as appropriate.
- Provide support to the Alumni Relations meetings and other Advancement Service led meetings as required.
- Work with the Manager, Data and Advancement Services and colleagues to develop and deliver systems training and procedures for the management and input of data within RE.
- Provide support for key data requests and matching requirements including Australia Day and King's Birthday lists/data.
- Responsible for ensuring data accuracy and integrity, including provision of reporting for data integrity checks and data enhancement work.
- Undertake other duties commensurate with the classification and scope of duties of the position as required by the Manager, Data and Advancement Services, Associate Director, Advancement Services and/or Chief Advancement Officer.

## **Essential Criteria**

### **Skills and knowledge required for the position**

- A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships.
- Ability to apply theoretical or technical knowledge and management expertise to bring together diverse and sometimes conflicting information to solve new or one off problems.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.
- Demonstrated high level of self-motivation and personal management skills.
- Proven ability to focus on objectives rather than procedures and precedents.
- Demonstrated experience in project management in the tertiary sector or a related field.
- Demonstrated ability in data analytics and data segmenting to meet specific requirements.
- Advanced user of Raisers Edge Classic and Raisers Edge NXT.
- Demonstrated ability in the use of Power BI, Business Objects and other data reporting tools.
- Advanced skills in Microsoft Excel.
- Knowledge of financial structures and procedures as they apply to philanthropy and fundraising.

### **Capabilities required to be successful in the position**

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Ability to make sense of data to inform decision making – implementing ideas to improve local practices.
- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.

- Ability to align individual and University goals and create a safe, inclusive, high-performing culture – modelling and enabling accountability, connectedness, innovation and care.

## Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

## Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

## Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

## Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

## La Trobe's Cultural Qualities:



### We are accountable

*We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*



### We are connected

*We connect to the world outside – the students and communities we serve, both locally and globally*



### We are innovative

*We tackle the big issues of our time to transform the lives of our students and society.*



### We care

*We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities*