POSITION DESCRIPTION

Position Title: Stewardship Officer
Organisation Unit: Faculty of Engineering, Architecture and Information Technology
Position Number: NEW POSITION – to be classified and advertised ASAP
Role Critical to Operations
Type of Employment: Full-time, Continuing
Classification: HEW Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences,
sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Faculty of Engineering, Architecture and Information Technology (EAIT) comprises the Schools of Architecture, Civil Engineering, Chemical Engineering, Information Technology and Electrical Engineering, Mechanical and Mining Engineering, and the Advanced Water Management Centre. These units are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students and a range of other areas such as the development of research, national and international marketing, and enhanced government, business, stakeholder engagement and community links.

For more information about the Faculty, please visit: www.eait.uq.edu.au

Faculty Advancement activities include alumni and industry engagement, strategic event programming, intentional and regular communications and fundraising. Advancement at EAIT is in a growth phase, providing many exciting and outstanding opportunities for future success.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of Position

The Stewardship Officer is responsible for the coordination of the Faculty's stewardship program. This includes supporting Faculty scholarships and prizes but covers all gifts requiring stewardship.

Serving as an ambassador for the Faculty, the role will focus on coordinating timely and meaningful engagement opportunities between donors and their beneficiaries. This role is the main point of contact for all internal and external queries relating to the administration of scholarships and prizes within the Faculty.

With the University embarked upon a significant fundraising campaign, this position will support Faculty advancement strategies that will lead to future success in its wider objectives around improving the donor experience.

Duties

Duties and responsibilities include, but are not limited to:

Stewardship Management

- Coordinate the Faculty's donor stewardship program, including scholarships and prizes. This will involve close liaison with relevant Advancement staff and other internal departments.
- Develop donor stewardship plans in conjunction with prospect managers for prospects under management.
- Act as a main point of contact for all internal and external queries relating to the administration of scholarships and prizes within the Faculty, referring to the prospect manager where appropriate.
- Liaise with prospect managers to agree all aspects of activities relating to donors.
- Coordinate with prospect managers and other internal stakeholders for the approval of new, amended or repealed faculty scholarships and prizes.
- Prepare documentation relating to faculty scholarships and prizes and liaise with Advancement Gift Services, Donor Relations and the Office of Undergraduate Scholarships and Prizes.
- Support the Faculty and Schools at appropriate functions including support with donor and scholar/prize recipient meetings; liaise with, and host if appropriate, donors and guests.
- Produce or provide guidance on the production of donor-centric stewardship collateral.
Communication

- Provide regular updates to prospect managers regarding donors including assistance with timely scheduling of meetings and donor communications.

- Liaise with other departments in the Faculty and its Schools and Centres, UQ Advancement and other key stakeholders, such as UQ Scholarship and Prizes Office, students and senior university staff to ensure transparency and collaboration.

- Liaise with EAIT marketing and communications staff including the Industry and Outreach Officer.

- Donor stewardship activities overlap significantly with prospect cultivation and alumni engagement so a degree of collaboration and information sharing across a range of internal stakeholders will be required.

Data management

- Manage and regularly update information on Raiser’s Edge as it relates to the Faculty's alumni/friends and stewardship activity.

- Maintain the schedule of current Faculty scholarships and prizes.

Prospect Management Support

- Assist prospect managers to develop fundraising proposals and strategies.

- Undertake prospect identification and research in target geographies as directed. Liaise with Advancement Services prospect development and research team as required.

Travel and Out of Hours Work

- Attend programs and/or functions outside standard business hours.

- The position is based at St Lucia campus however some event-related local and interstate travel may be required from time to time.

- Other duties as required.
Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Deputy Director, Development and Industry.

The person will also work closely with a number of key internal stakeholders including (but not limited to): the Director of Advancement and Faculty Advancement team, UQ Scholarships and Prizes and UQ Advancement staff. The person will also liaise closely with the Faculty's Marketing & Communications staff for certain projects.
SELECTION CRITERIA

Qualifications and Experience

- An undergraduate degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in relationship management; coordinating multiple stakeholders in a complex organisation.
- Experience in donor relations or fundraising will be highly regarded as will experience in a tertiary environment.

Knowledge and Skills

- Outstanding interpersonal and communication skills (oral and written), including the ability to communicate and negotiate effectively, build relationships, handle sensitive information with sound judgment, with internal and external stakeholders at all levels and from a variety of cultural backgrounds.
- Demonstrated ability to coordinate the administration of high-level activities.
- A willingness to advocate for the benefit of philanthropy in higher education.
- Proficiency in the use of a wide range of computer applications. Knowledge and use of databases or CRM systems. Experience using the Raiser's Edge database would be an advantage, but not essential.
- Must be organised and possess advanced customer service skills such as the ability to manage donor expectations. Need to understand how the donor experience impacts upon the donor experience.

Personal Qualities

- Must have a positive attitude and display emotional intelligence and maturity: commitment to contributing to a supportive, friendly and dynamic team environment, as well as encouraging and demonstrating collaboration to achieve results.
- Motivation to work autonomously and with a willingness to exercise initiative.
- A flexible approach and ability to adapt to changing circumstances.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.