POSITION DESCRIPTION

Position Title: Reporting Analyst
Organisation Unit: UQ Advancement
Position Number: 3028892
Type of Employment: Full time, Continuing
Classification: HEW Level 7

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 (45 ), the US News Best Global Universities Rankings (52), QS World University Rankings (51), 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 secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

Organisational Environment

Throughout its history, the University has benefited from the support of its alumni and friends to enhance government funding, deliver world-class research and allow students to reach their full potential. The St Lucia campus rests on land bought by Brisbane City Council with money generously donated by the Mayne siblings and then given to the University of Queensland. The modern research intensive University is built on a partnership of significant philanthropy and leveraged grants from the government.

As UQ moves into its second century, the University is committed to strengthening its links with alumni and other partners and to fulfilling an ambitious fundraising agenda, aiming to promote a culture of public engagement in the University’s mission and its goal of becoming one of the world’s pre-eminent public research universities.

With the support of the University’s senior management, and in response to a new strategy, UQ is working towards its first comprehensive fundraising initiative, hailing a new era in philanthropy and fundraising across the University. Advancement at UQ works in partnership with academic and professional colleagues throughout the university to increase engagement and build and maintain enduring relationships with key constituents including alumni, community and friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor and Pro-Vice-Chancellor (Advancement), UQ Advancement is investing in a high performing Advancement team to partner with academic leadership to deliver new sustainable levels of philanthropic support.

Within UQ Advancement, there are three primary portfolios:

The Development and Philanthropy portfolio leads philanthropic and fundraising efforts across The University of Queensland. The team leads and coordinates the University’s fundraising activities and programs with respect to principal and major gifts from individuals and organisations, bequests and planned giving, leadership annual giving, fundraising campaigns, and donor relations and stewardship. The team is dedicated to fostering effective relationships with key stakeholders to promote The University of Queensland as a worthy destination for philanthropy.

The Alumni and Community Relations team provides leadership at The University of Queensland on alumni and community engagement, fostering mutually beneficial life-long relationships between UQ and its 225,000+ alumni (50% of whom are living in Queensland and nearly 35,000 alumni are from abroad) while enhancing the brand and raising the profile of UQ globally. The team promotes stronger connections through a range of high impact events, beneficial programs and services, professional networking, and volunteer opportunities. The team also coordinates the annual giving program.

The Advancement Services portfolio provides infrastructure and services that support Advancement work across UQ to ensure success in philanthropic and fundraising efforts. Services include management of Raiser’s Edge, UQ’s corporate constituent relationship management application for Advancement activity, and its official register of alumni, donors, and gifts; information management; reporting and data analysis; research and
prospect management; management of the University's philanthropic financial processes; and business operations.

The Reporting Analyst role sits within the Advancement Services portfolio.

Information about UQ Advancement can be found at [www.alumni.uq.edu.au](http://www.alumni.uq.edu.au)

**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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

The Reporting Analyst supports UQ Advancement in achieving its engagement, philanthropic and fundraising objectives by developing reports, conducting analysis and providing access to advancement-related information that enables tracking and measurement of activity, and informs decision-making and planning. The incumbent works closely with Advancement management and leadership to understand reporting needs and deliver solutions that address these needs, and plays a key role in the implementation and rollout of new reporting technologies.

**Duties**

Duties and responsibilities include, but are not limited to:

**Reporting and Data Analysis**

- Develop data models to identify trends and patterns to support strategies and business plans using Raiser’s Edge database and SQL.
- Work closely with clients to understand their reporting requirements and translate it to clear and accurate technical specifications for developing and maintaining reports.
- Develop and maintain complex database reports and documentation to meet strategic and operational needs. This will be initially using Crystal Reports but later using other modern analytics, reporting and business intelligence tools.
- Provide accurate and detailed advice on reports and data analysis to stakeholders.
- Present reports to stakeholders and utilise technical knowledge to conduct training on how to interpret reports.
- Liaise and collaborate with Marketing and Communication team to ensure reports developed are visually appealing, easy for clients to read and meets the University’s branding.
- Manage report development projects.

**Reporting Framework Development**

- Develop reporting approach and framework for Advancement.
- Develop and maintain reporting templates and administer reporting applications for deploying Advancement reports.
• Monitor and evaluate existing and emerging reporting technologies and provide advice regarding their applicability to the University’s Advancement portfolio.

• Liaise and collaborate with the Systems Analyst on implementing and integrating reporting technologies with other Advancement information systems.

Process Improvements

• Review and improve data analysis and reporting processes to reduce or eliminate manual processing and ensure it is accurate, complete and user friendly. Also ensure proper documentation is produced.

• Conduct quality assurance for routine and ad hoc reports and dashboards to ensure they are accurate and complete.

• Any other duties as reasonably directed by your supervisor

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• 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 Manager, Advancement Information Services within the Advancement Services team.
SELECTION CRITERIA

Essential

- Degree level qualifications in Information Technology, Information Systems, Computer Science or related field with at least four years of relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated understanding of data structures, mapping/modelling and typical data quality and integrity challenges, with a strong ability to provide analytical advice and reporting in a business context;
- Demonstrated experience in querying databases and using modern analytics, reporting and business intelligence tools to develop reports;
- Skills and experience in managing key projects;
- Excellent verbal and written communication skills, and proven ability to develop and maintain positive, collaborative working relationships within a team, with a range of clients and internal stakeholders in a complex organisational environment;
- Ability to continuously identify opportunities to improve existing work practices, tools and procedures and proactively take appropriate steps to implement those improvements;
- High standards of professionalism, personal initiative, judgment, discretion, confidentiality and attention to detail.

Desirable

- Experience working within higher education Advancement, or the not-for-profit sector.
- Experience using The Raiser’s Edge or a similar relational database.
- A genuine interest in philanthropy and its impact on society.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.