POSITION DESCRIPTION

Position Title: Gift Administration Advisor
Organisation Unit: Advancement
Position Number: 3048317
Type of Employment: Continuing
Classification: HEW 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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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 $11 billion+.

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

Organisational Environment

Throughout its history, The University of Queensland has benefited from the support of its alumni and friends to enhance funding, deliver world-class research and allow students to reach their full potential. The St Lucia campus rests on land gifted through the Mayne siblings and the School of Veterinary Science continues to use farmland at Pinjarra Hills, donated to the University in the early 1920s. The modern research-intensive University is supported by a partnership of significant philanthropy and leveraged grants from the government.

As UQ moves into its second century, the University is committed to solidifying its reputation as one of the world’s pre-eminent public research universities. This involves strengthening our brand, improving our links with alumni and partners and promoting a strong culture of giving to significantly grow the sustainable level of philanthropic support the University receives annually. In line with this commitment the University launched its first major comprehensive campaign, Not if, When – The Campaign to Create Change in 2017, with the target of raising $500 million for strategic priorities aimed at empowering student success, transforming teaching and learning, and driving discovery and impact. To learn more about UQ’s campaign visit https://giving.uq.edu.au.

Advancement at UQ works in partnership with academic and professional colleagues throughout the University to increase engagement and to establish enduring relationships with key constituents including alumni, community, friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor, Deputy Vice-Chancellor (External Engagement) and Pro-Vice-Chancellor (Advancement), Advancement is investing in a high performing team to partner with UQ academia to deliver new sustainable levels of philanthropic support.

Further information about Advancement can be found at: https://alumni.uq.edu.au/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

To support the School's finance team through efficient and accurate processing of financial transactions, providing financial advice on procedural and budget matters and preparing financial reports. The role will also provide administrative support for the School's research program by assisting with the financial aspects of grant applications and administrative support to the School's Research Committee.

Duties
The Gift Administration Advisor is responsible for ensuring all aspects of gift receipting and processing are undertaken in a timely, streamlined and donor centric approach, to optimise the donor experience and to deliver best financial records management practices for the university.

The role will have both strategic and day to day responsibilities for gift processing and receipting and will take a leadership role in the design and implementation of the Gift management module within the new Advancement CRM, as part of UQ’s CX Program.

**Gift Receipting and Processing**

- Provide leadership in enabling the use of different gift channels to UQ providing expert advice, implementation support and day to day management of:
  - Donation Cards for appeals
  - Online donations portal
  - Donation forms
  - Event donations
  - Tap and Go Donations
  - Third Party platforms and the identification of other opportunities as they arise.

- Lead all aspects of day to day gift receipting and processing with high attention to detail, compliance with UQ processes and financial practices and audit requirements including:
  - Management of the donations inbox or service platform for timely processing
  - Records creation and management
  - Daily processing and receipting for new gifts (including triage where needed)
  - Funds creation or adjustment
  - Gift Batching
  - Monitoring gifts placed in the holding fund account

- Lead the development and continued implementation of donor centric gift acknowledgement letters, emails and receipts, in association with donor relations

- Coordinate the flow through of gift acceptance processes into the Advancement CRM, in accordance with gift governance principles and application

- Lead the implementation and oversight of all pledge management processes with a particular focus on being donor-centric including:
  - Creation of all pledges in accordance with donor wishes
  - Coordination of all pledge reminder processes and outstanding pledge payments in conjunction with Prospect Managers

- Provide leadership in both the opportunities for recurring gift donations and the day to day management, including processes to ensure early identification of changes in payments

- Manage all gift processing and receipting procedures (work instructions/work flows) including their continual updating and identification of new procedures to assist in guiding staff

- Contribute to the development and continual refreshing of RE user guides as relates to educating fundraising staff on gift processing and receipting principles

- Lead the liaison with Finance on requests for fund chartstrings, ensuring timely gifts allocation and proactively monitor the transfer of gifts from the holding account

- Proactive monitoring of gift funds and donor data in the fundraising system including the leadership of financial adjustments (eg journals) with high attention to detail and adherence to rigorous processes

- Be the lead advisor in best use practices of the attribution of gifts to campaigns, funds and appeals to enable optimal tracking and reporting for fundraising performance, including the set-up of new campaign, funds and appeal codes

- Assist with reporting on philanthropic income including running queries and ad hoc reports to track income.
Project and Business Improvement

- Lead the development and implementation of parts of the Gift module in the new Advancement CRM (gift receipting and processing workflows, donors ability to view annual gifts etc) and take ongoing ownership to continually implement improvements
- Lead the implementation of continual work flow tracking and improvements, including the ability to report on performance and identify and resolve blockages or gaps
- Provide business improvement leadership and implementation support in gift receipting and processing and others aspects of service delivery, as part of the Gift Services team
- Stay abreast of industry trends in financial and philanthropic process improvements and implement as relevant

Other

- Any other duties as reasonably directed by the Manager, Gift Services or other Advancement Directors including assisting with urgent reporting requests
- 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 of 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 role will be responsible for the management of gift officers as determined by business needs. The incumbent will also be expected to work closely with other team members, colleagues in Gift Governance, all Advancement and Finance and Business Services.

SELECTION CRITERIA

- Qualifications and training equivalent to an undergraduate degree in finance or accounting, with at least 4 years’ relevant experience; or an or an equivalent combination of relevant experience and/or education/training
- Highly experienced in the application of accounting principles, particularly as relates to financial practices in large complex organisations
- Strong understanding or the ability to quickly grasp and implement gift administration processes as relates to large multi-faceted philanthropic programs
- Outstanding analytical skills and the ability to solve problems and identify innovative solutions, as applies to financial processing environments
- Strong experience in the use of fundraising systems with the ability to apply this knowledge to implement excellence in gift administration practices
- Demonstrated experience managing and implementing projects and process improvements within a large, complex organisation
- Outstanding organisational, time-management and planning skills, including the ability to self-prioritise work to manage competing priorities and achieve deadlines
- Excellence in the use of Microsoft Office and Excel, particularly as relates to using the full capability of Excel for financial analysis and reporting.
• Experience working with Raiser’s Edge or a similar fundraising CRM system is desirable, as is experience working within higher education Advancement or the not-for-profit sector.

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 for further information and points of contact if you require additional support.

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

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.