POSITION DESCRIPTION

Position Title: Manager, Prospect Development
Organisation Unit: UQ Advancement
Position Number: 3033886
Type of Employment: Full Time Continuing
Classification: HEW 9

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

ADVANCEMENT AT THE UNIVERSITY OF QUEENSLAND
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 other partners and promoting a strong culture of giving and philanthropy to fulfil its ambitious fundraising agenda.

With the support of the University’s senior management, and in response to a new strategy, UQ is hailing a new era in engagement, philanthropy and fundraising across the University and aims to significantly grow the sustainable level of philanthropic support the University receives annually. In line with this goal the University recently launched its first major comprehensive campaign, Not if, When – The Campaign to Create Change, with the target of raising $500 million for strategic priorities aimed at empowering student success, transforming teaching and learning, and driving discovery and impact. The University is currently 62% toward this target. To learn more about UQ’s campaign visit https://giving.uq.edu.au/about-campaign.

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, friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor, Deputy Vice-Chancellor (External Relations) and Pro Vice-Chancellor (Advancement), UQ Advancement is investing in a high performing team to partner with UQ academia to deliver new sustainable levels of philanthropic support.

Within UQ Advancement there are three primary portfolios:

The Development and Philanthropy team leads The University of Queensland’s philanthropic engagement and fundraising efforts by heading fundraising programs and activities with individuals, trusts, foundations, private ancillary funds and corporations. The team fosters effective relationships with key stakeholders to promote UQ as a worthy destination for philanthropy.

The Alumni and Community Relations team provides leadership 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 including engaging philanthropically with the University through the Annual Fund. The Marketing and Communications team within the portfolio leads UQ-wide communication for fundraising and Alumni and Community Relations initiatives. This team also oversees the campus-wide donor relations or stewardship program.

The Advancement Services team delivers data and gift services, manages the University’s customer relationship management system for alumni and community, and manages the University’s philanthropic financial processes. The team also provides services in prospect and constituent research, prospect management and tracking. The team’s activities supports and drives Advancement work across UQ to ensure success in philanthropic and fundraising efforts.

UQ Advancement’s recently redefined values and strategic beliefs (below) guide day-to-day processes and behaviours, and will be reflected in all decisions and activities.

**UQ Advancement Values**
- We lead with excellence to achieve high quality results
- We aspire to have the highest level of integrity in all we do
- We do our best when working as a team
- We have a commitment to innovation and continuous improvement
- We create and celebrate a positive work culture.

**UQ Advancement Strategic Beliefs**
We believe:
- Philanthropy plays an essential and growing role in UQ’s ability to transform lives through education and research
- High-quality, authentic and responsive relationship-building with key stakeholders is essential to achieving our goals
- That our alumni and donors deserve a transparent and accountable approach to data, reporting, gift administration, investment and stewardship
- That an adaptable approach strengthens our ability to be better colleagues and industry leaders
- That the strongest advancement team will consist of individuals with a commitment to UQ’s mission and a passion for our work.

Further 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)

**Living in Brisbane**

Situated on the Brisbane River and with a population of 2 million, Brisbane is the capital city of Queensland and is the third largest city in Australia. It enjoys the luxury of a semi-tropical climate, an outdoor lifestyle and warm weather year-round. An hour-and-a-half flight from Sydney, Queensland is the tourist destination of choice for many Australians as it has easy access to the Great Barrier Reef, the Gold and Sunshine Coasts, Port Douglas and the Northern NSW beaches such as Byron Bay. It is also the gateway to the Great Australian Outback.

For further information see:
For further information on:

- Information about the University, State of Queensland, living in Brisbane and employment at the University is at the University’s web site [www.uq.edu.au](http://www.uq.edu.au)
- A comprehensive guide to family friendly work practices and services visit the Work and Family website at [www.uq.edu.au/current-staff/?page=133455](http://www.uq.edu.au/current-staff/?page=133455).

**DUTY STATEMENT**

**Primary Purpose of Position**

The Manager, Prospect Development leads the UQ Advancement research and prospect management functions, providing a suite of services to support the identification, cultivation, solicitation and stewardship of major and principal gift prospects and donors.

Under the broad direction of the Director, Advancement Services, the incumbent will develop and implement strategies for enlarging the major and principal gift prospect pool; lead the delivery of timely and relevant research briefings and profiles for senior leadership; and manage the delivery of a robust university-wide prospect management framework which supports the delivery of a comprehensive philanthropic fundraising campaign.

**Duties**

Duties and responsibilities include, but are not limited to:

**Research**

- Proactively increase the major and principal gift prospect pool to support a comprehensive university-wide philanthropic fundraising campaign, through development, implementation and execution of an annual prospect identification strategy encompassing individuals, corporations, foundations and trusts.
- Ensure the strategic alignment of prospect assignment recommendations with university-wide and faculty/institute specific fundraising priorities.
- Oversee the delivery of timely, relevant and effective research briefings and profiles to support senior fundraisers, UQ Advancement leadership, the Campaign Board and volunteers, and the Vice-Chancellor in the cultivation, solicitation and stewardship of prospects and donors, at various stages of the development lifecycle.
- Drive and oversee the collection, storage and usage of prospect-related data, ensuring the relevance, appropriateness, accuracy and integrity of data, and compliance with relevant privacy legislation.
- Oversee the delivery of ad hoc research to support UQ Advancement priorities as required.

**Prospect management**

- In consultation with the Director, Development and Philanthropy, manage the university-wide prospect assignment process, ensuring compliance with the UQ Prospect
Management Framework, and the timely actioning of assignment requests and recommendations in a collaborative and transparent manner.

- Proactively drive the optimisation of fundraisers’ prospect portfolios through regular prospect portfolio reviews, ensuring portfolios are structured to achieve the best possible results, and aligned with the principles of the UQ Prospect Management Framework.
- In consultation with the Director, Development and Philanthropy, implement measures to track and report upon fundraiser metrics and KPIs.
- Oversee the development and ongoing delivery and maintenance of a robust prospect management training program, ensuring all fundraisers and supporting staff receive regular database training, and are equipped with appropriate tools and supporting documentation.

**Reporting and data analytics**

- Act as the subject matter expert on prospect management reporting, keeping abreast of industry trends and technology, and proactively making recommendations for change where appropriate
- Drive and oversee the development, implementation and dissemination of prospect-related dashboards and reports for UQ Advancement leadership and fundraisers.
- Proactively drive a culture of data-driven decision making within UQ Advancement, and implement great use of data analytics to inform planning and decision-making in relation to major gift fundraising.
- Oversee the development, implementation and execution of predictive models to support prospect identification and qualification strategies.

**Management**

- In conjunction with the Director, Advancement Services, develop an annual operational plan for the team.
- Play an active role in the leadership of the Advancement Services portfolio, representing and supporting the Director, Advancement Services when required.
- Provide direction, guidance and support to team members, focusing on developing and maintaining a positive, proactive, service-driven team culture, with a donor-centric approach to processes and procedures.
- Manage standard HR matters (recruitment, leave, training, recognition and development, etc.), ensuring the Director, Advancement Services is kept informed of issues and concerns.
- Manage projects, as directed by the Director, Advancement Services.
- Develop, revise and maintain university-wide procedure in relation to prospect management.

**Other**

- Undertake afterhours and/or weekend work as necessary;
- Other duties as required;
• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
  o the University’s Code of Conduct
  o 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
  o the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 Director, Advancement Services. Currently five positions directly report to this position.
SELECTION CRITERIA

Essential

- Postgraduate qualifications in a relevant field, and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Sound understanding of the principles of major gift fundraising, and the application of philanthropy to research institutes and universities.
- Significant expertise with prospect research and management methodology and practice within higher education Advancement or the not-for-profit sector.
- Advanced data analytics skills, with a solid understanding of the concepts of data mining and predictive modelling, and their application to major gift fundraising.
- Proven leadership and change management skills with demonstrated ability to effect change and build team culture.
- Strong relationship management skills with proven ability to develop and maintain positive, collaborative working relationships with a range of clients and internal stakeholders in a complex organisational environment.
- Advanced verbal and written communication skills, including experience developing reports, briefings and presentations for senior leadership.
- Exceptional organisational, planning and time-management skills, with demonstrated ability to work effectively under pressure, managing multiple concurrent priorities.
- Solid understanding of information privacy laws and their application to prospect research and management.
- Experience working with Raiser’s Edge or a similar fundraising system, and knowledge of a range of reporting technologies including data visualisation tools.

Desirable

- Experience developing and implementing user training programs.
- A genuine interest in philanthropy and its impact on society.

The University of Queensland is committed to equity, diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.