POSITION DESCRIPTION

Position Title: Research Analyst
Organisation Unit: UQ Advancement
Position Number: 3019662
Type of Employment: Full-time, fixed term (28/10/19 to 31/1/20)
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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

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 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 by 2020 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), 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 four primary portfolios:

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

The Alumni Relations and Engagement team provides leadership on alumni and donor engagement, fostering mutually beneficial life-long relationships between UQ and its 250,000+ 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, programs and services, professional networking and volunteer opportunities including engaging philanthropically with the University through the Annual Fund and Donor Relations program.

The Advancement Services and Operations team encompasses data analytics, gift and financial services, prospect management and advancement wide reporting. It uses a
specialist alumni and fundraising customer relationship management (CRM) system, the
Raiser’s Edge. The team is also responsible for implementing new projects and initiatives
across the advancement portfolio, with a focus on business improvement, adoption of new
technologies and change management.

The **Global and Institutional Philanthropy** team provides comprehensive oversight of
established and emerging institutional and international markets. Building upon a strong
base of foundation and corporate philanthropic support, this team will also oversee
priority, whole of UQ Advancement initiatives including entrepreneurship, student strategy
programs, international fundraising market development, enhanced research partnership
collaboration and UQ-related international foundation management.

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.

**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.

**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.

Information about the UQ Advancement may be accessed on the web site at

**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is
DUTY STATEMENT

Primary Purpose of Position

The Research Analyst is responsible for conducting detailed research on individuals and organisations to support the prospect identification and relationship building needs of Advancement.

The role uses a broad range of information sources to augment and maintain the information relating to present partners and donors and to research information on prospective partners and donors. One of the core duties is to prepare thorough and accurate profiles to support the establishment and maintenance of long-term mutually beneficial relationships between the University and its supporters.

The position reports to the Manager, Prospect Development and works closely and collaboratively with clients and stakeholders within Advancement and across UQ.

Duties

Duties and responsibilities include, but are not limited to:

Prospect Research

- Proactively plan and execute strategies to identify potential partners and donors whose interests may align with UQ research and educational initiatives
- Conduct prospect research using in-house and external information sources
- Analyse a range of business resources to establish indicators relating to affinity and interest in UQ initiatives
- Identify notable UQ alumni from a broad range of information sources and liaise with the relevant teams to grow engagement and contributions to fundraising initiatives
- Act as an account manager for advancement portfolios, faculties and institutes to provide research support for fundraising and philanthropic giving initiatives
- Assist in developing relationship strategies informed by prospect research, including use of data analysis tools and techniques
- Communicate regular and timely information regarding leading prospects to relevant members of the Advancement portfolio.

Reporting and Profiles

- Prepare routine and custom reports using data from the CRM database, to support relationship building, stewardship activities and prospect identification
- Prepare detailed and appropriate profiles and reports, synthesising and analysing advancement research information according to portfolios.

Data Enrichment

- Record partnership information in the CRM system
- Assemble relevant financial, biographical and relationship data from research and maintain and update information in the CRM database
- Ensure information is relevant, accurate, from reputable sources and recorded correctly in the CRM in accordance with UQ privacy policy and industry best practice
- Become an advanced user of the CRM system, supporting and advising on data capture for the purposes of prospect development
- Contribute to the maintenance and improvement of the CRM and perform relevant reporting, segmentation and data mining initiatives.
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 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 position reports to the Manager, Prospect Development.
SELECTION CRITERIA

Essential

- Completion of an undergraduate degree with extensive relevant work experience in prospect research, information management or related research field OR an equivalent combination of relevant experience and/or education/training
- A high level of knowledge of prospect research in a higher education environment with a good understanding of fundraising concepts and issues
- Demonstrated ability to research individuals and organisations, as prospective donors, sponsors and volunteer leaders and analyse findings and compile reports that support Advancement planning and project management
- Strong verbal and written communication skills, and proven ability to develop and maintain positive, collaborative working relationships with a range of clients and internal stakeholders in a complex organisational environment
- Understanding of privacy and information regulations and legislation within different jurisdictions
- Demonstrated advanced computer skills including use of relational databases, complex spreadsheets, office suite and internet research techniques
- High standards of professionalism, personal initiative, judgment, discretion and confidentiality
- Demonstrated organisational and time management skills with the ability to work on multiple tasks, establish priorities and accomplish goals within deadlines and maintain attention to detail.

Desirable

- Experience using the Raiser’s Edge CRM system.

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.

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.