

## POSITION DESCRIPTION

<b>Position Title:</b>	Data Analyst (Reporting)
<b>Organisation Unit:</b>	Advancement
<b>Position Number:</b>	3034844
<b>Type of Employment:</b>	Full time, Fixed-term 12 months contract
<b>Classification:</b>	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 (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 45<sup>th</sup> 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 \$11billion+.

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 new **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.

Further information about 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 online](#).

## **DUTY STATEMENT**

### **Primary Purpose of Position**

The Data Analyst (Reporting) is responsible for migrating existing Advancement reports developed in Excel and Crystal Reports to more sophisticated, interactive and user-friendly reports/dashboards using Power BI and Tableau as well as providing intelligence and advice to stakeholders based on the data analytics. The role will utilise the new Advancement Data Mart and Power BI to deliver the new reports and develop and deliver training to end-users on how to utilise the reports.

The position reports to the Manager, Business Intelligence and Reporting and works closely and collaboratively with clients and stakeholders within Advancement and across UQ.

## **Duties**

Duties and responsibilities include, but are not limited to:

### Report migration

- Identify and review current reports to be migrated from excel and crystal reports to Power BI as well as new reports
- Continue to optimize the Advancement Data Mart to be interactive and enabling users to do deeper analysis
- Test reports thoroughly to make sure they are accurate and complete before rolling them out
- Document requirements and how to develop and maintain the reports
- Develop and deliver training for end-users on how to use the new reports. This includes training in using Power BI to view and analyse reports.

### Information Provisioning and analysis

- Design custom reports, data sets and queries for mailings, invitations, events and appeals as requested by UQ Advancement teams, advancement stakeholders and other clients using a variety of software tools, including Excel, Crystal Reports and The Raiser's Edge
- Work with UQ Advancement teams, stakeholders and clients to understand, solicit and deliver new reporting and data requirements
- Analyse currently available data as well as customers' business domains (including fundraising, prospect management and alumni engagement) and proactively propose, develop, refine and implement advanced reporting capabilities
- Support implementation of new reporting functionality from requirements gathering through to implementation
- Coordinate and structure data and reporting requirements on new and existing initiatives.

### Project and Training Support

- Participate in project teams working on the integration of The Raiser's Edge with other University enterprise systems and improvement of applications and associated procedures
- Provide input and advice on practical and technical feasibility of change proposals/requests for change
- Provide good actionable intelligence and analytics for incremental lift in donor retention, gifts and prospect targeting

### Process Improvement and Delivery

- Review and improve team activities, both from a user and administrative/reporting perspective, reducing or eliminating manual processing, identifying and implementing automation opportunities and improving data entry accuracy and efficiency, ensuring proper documentation is produced
- Conduct quality assurance for routine and ad hoc reports and dashboards setup in The Raiser's Edge by other members of the team
- 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 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, Business Intelligence and Reporting within the Advancement Services and Operations team.

## SELECTION CRITERIA

- Bachelor's degree in Information Technology, Computer Science or a related area plus at least three years of relevant experience, or an equivalent combination of relevant technical experience and or education / training
- Able to take ownership and execute tasks from start to finish with minimum oversight, regular status reporting to management and clients, delivering a high standard of customer service
- Understanding of database concepts, data structures, data mapping/modelling and typical data quality and integrity challenges, with a strong ability to provide analytical advice and reporting in a business context.
- Highly organized and rigorous thinking, able to solve problems diligently and creatively with well-developed knowledge and skill in data analysis and report writing. Experience using visual and textual query and reporting languages and software tools for reporting purposes
- 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
- Able to apply requirements gathering/solicitation, modelling and documentation techniques and refine, improve and translate requirements into system designs that meet those requirements
- Experience creating training materials and delivering classroom training to business users
- 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, and Crystal Reports or similar custom reporting or data visualization software.

*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](mailto:recruitment@uq.edu.au).*