Position Description

College/Division: ANU College of Business and Economics
Faculty/School/Centre: College of Business and Economics Administration
Department/Unit: CBE Advancement Office
Position Title: Alumni and Donor Relations Manager
Classification: ANU Officer Level 8 (Administration)
Position No: 34747
Responsible to: Head of Advancement (College of Business and Economics)
Number of positions that report to this role:

Delegation(s) Assigned: D6

PURPOSE STATEMENT:
KEY ACCOUNTABILITY AREAS:

The ANU College of Business and Economics (CBE) develop leaders who transform business, society and economies. Our reputation attracts exceptional staff who want to be part of one of the world’s great, research-intensive universities. Our academic staff are at the forefront of global thinking on issues relating to wealth and wellbeing, strong organisations, transformative innovation, and the foundations of academic theory in all of the areas we research.

The College is committed to increasing alumni engagement and securing philanthropic funding to further their research and educational objectives and require a highly motivated individual to contribute to leading the Alumni and Donor Relations strategy through the CBE Advancement Office.

The CBE Advancement Office aligns its work with the University’s strategic priorities as a national institution committed to excellence in research, education and contribution to public policy development. Members of the office integrate values of leadership, respect, inclusiveness, ethical behaviour, integrity and accountability into their management of relationships with alumni, friends, donors, prospective donors, staff and students both within the Colleges and across ANU.

Supporting the Head of Advancement with leading a small team, the Alumni and Donor Relations Manager will be responsible for the delivery of alumni communications, programs and events for the CBE alumni community in order to achieve alumni engagement targets, support a strategy for donor retention and pipeline progression. They will also be contributing to managing a portfolio of alumni and donor relationships, including planning and implementing strategies to cultivate high value alumni relationships and steward our donors.

Position Dimension & Relationships:
The Alumni and Donor Relations Manager is a key point of contact for students, alumni and internal stakeholders in designing and delivering alumni programs and events domestically and internationally. The Manager works in close partnership with the CBE Research Schools in developing, implementing and reporting on alumni strategy and operational outcomes. The Manager may also work closely with the Head of Advancement in the execution of Engagement plans.

The Alumni and Donor Relations Manager in CBE works closely with the senior management, and their teams, in CBE (Student Services, Marketing and Student Recruitment, Research Services, Careers and Student Employability) and ANU Advancement (Development, Alumni Relations, Donor Relations, Communications and Advancement Services), along with peers in other ANU Colleges, ensuring a co-ordinated University-wide approach to alumni and donor relations. Strong collaboration and high-level client service will be essential in this role.

For assistance please contact HR Division Ph. 6125 3346
Our College values of Excellence, Robustness, Respect, Collegiality and Unity represent what we care about collectively. We refer to our College values to guide behaviour that helps ensure that we are treating one another well and are working together in the most effective way possible. Our Values and Behaviours are available here.

Role Statement:
Under the broad direction of the Head of Advancement (CBE), the Alumni and Donor Relations Manager’s responsibilities will be as follows.

- Manage the development and implementation of operational programs, communications, engagement, and event plans that achieve strategic objectives of the CBE Alumni Engagement strategy.
- Provide input and coordination support for the annual alumni and donor relations strategy across campus.
- Manage, initiate and facilitate the involvement of CBE academic staff at alumni events, including developing collateral and coordinating participation at events in Australia and internationally.
- Manage key relationships with CBE alumni and friends, including providing support for coordinating networks, events and programs domestically and internationally which connect ANU with volunteers, prospective industry partners, government agencies, NGOs and the corporate sector.
- Manage relationships with CBE donors ensuring they are thanked and informed of the impact of their giving. Identify opportunities for further giving.
- Provide specialist advice and recommendations to support informed decision making on alumni and donor engagement, including presenting data and information about CBE cohorts in the Raiser’s Edge database.
- Manage a portfolio of high level alumni donors to CBE and deliver strategies for identification, cultivation, solicitation, and stewardship of gifts.
- Work collaboratively with Managers in other CBE portfolios including Education, Careers & Employability, Student Services, Marketing and Recruitment, Finance, Research Services on matters related to alumni and donor relations.
- Provide high-level communications for the Dean, Associate Dean (Advancement & Engagement), and Research School Directors including briefing documents for events and meetings involving alumni; present research on alumni in briefing materials; prepare speaker notes; and present detailed program analysis.
- Represent the CBE Advancement Office on behalf of the Head of Advancement (CBE), both within ANU and externally, when required. Keep up to date with trends, benchmarking, best practice, professional standards, regulations and new concepts and ideas within alumni relations, helping to provide the best services and benefits for CBE alumni.
- Undertake other duties as directed consistent with the principle of multi-skilling and the classification level of the position.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- To adhere to and model the CBE Values and Behaviours of Excellence, Robustness, Respect, Collegiality and Unity

The successful candidate will need to be available to work out of standard business hours including weekends. Interstate and international travel will also be required.

SELECTION CRITERIA:
1. Degree qualification with extensive relevant work experience or an equivalent combination of extensive relevant experience and/or education/training.
2. Demonstrated experience and success in one or more areas of external relations, alumni relations, fundraising, supporter relations, business development, or program management.
3. Demonstrated leadership capability in a culturally diverse environment, with an ability to coach and mentor staff, to promote a positive culture of collaboration and excellence and to deliver on challenging objectives in a timely manner and on budget.
4. Demonstrated high-level written and verbal communication skills including developing high-quality and detailed briefings, reports, plans and content for different audiences and communication channels.
5. Demonstrated strategy, planning, program and event management skills with an ability to coordinate large, complex tasks on time, with multiple audiences and a high-level of attention to detail.
6. Demonstrated understand of and experience in developing and managing a complex budget.
7. Superior interpersonal and relationship-building skills with a diverse range of stakeholders.
8. Experience using relationship management database systems, as well as proficiency in the use of Microsoft Office suite of programs.

9. A demonstrated high level of understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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References:

Professional Staff Classification Descriptors