Position Description

College/Division: Office of the Vice Chancellor
Faculty/School/Centre: ANU Advancement
Department/Unit: Advancement Services
Position Title: Information Officer
Classification: ANU05 (Admin)
Position No: 27379
Responsible to: Manager Business Systems and Data
Number of positions that report to this role: 0
Delegation(s) Assigned: N/A

PURPOSE STATEMENT:
The ANU Advancement (ADV) office leads the development, management and coordination of advancement activities at ANU, in alignment with the University’s strategic objectives as a national institution committed to excellence in research, education and contribution to public policy development. ADV supports the University’s objectives of deepening relationships with alumni and securing long-term philanthropic income.

As a member of the Advancement Services team, the Information Officer will support and maintain the Advancement CRM system with responsibility for bulk-loads of data and the ongoing data quality program.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
Reporting to the Manager Business Systems and Data, and working within the Advancement Systems team the Information Officer performs bulk-loads of data, data integrity analysis and fixes as well as executing and enhancing the data integrity audit program on the University’s Advancement database in support of the wider University’s Alumni and Philanthropic initiatives.

The Information Officer will analyse and correct large datasets and perform imports to Advancement databases as well as provide individual information services to customers.

The Information Officer will develop and maintain effective, professional working relationships with team members in Advancement Services, as well as colleagues within ADV.

Role Statement:
Under the broad direction of the Manager Business Systems and Data, the Information Officer will:

1. Undertake data import, maintenance, enrichment and analysis programs, to enhance and protect data quality and integrity.
2. Provide information update services and end user support including face-to-face, responding to email enquiries and the update of end user resources online, as directed.
3. Implement and perform regular data integrity audits and coordinate regular data governance activities with stakeholders.
4. Perform regular data uploads and implement and document new imports as required.
5. Provide support to upgrades and enhancements to the Advancement CRM including the update and dissemination of relevant system documentation materials.
6. Participate effectively in a team environment and share knowledge with colleagues in meetings and by contributing to procedure updates.
7. Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
8. Perform other duties consistent with the classification of the position, and in line with the principles of multiskilling.

### SELECTION CRITERIA:

1. Degree in a relevant field and experience with administering CRMs and advanced knowledge of the suite of MS Office products with a strong focus in Excel.
2. Demonstrated numerical, analytical, processing, enriching, correcting skills with a high degree of attention to detail and accuracy.
3. Highly organised and rigorous thinking, able to solve data problems diligently and creatively with well-developed knowledge and skill in data analysis.
4. Well-developed organisational skills - time management, prioritisation and managing multiple tasks at the same time.
5. Excellent high level interpersonal and communication skills, both written and oral, including the ability to consult effectively engage stakeholders and understand their data needs.
6. Proven commitment to service excellence with the ability to balance service provision with projects to meet client requirements and deadlines, while working autonomously in a team environment.
7. A demonstrated understanding of equal opportunity and OH&S 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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<th>Supervisor/Delegate Signature:</th>
<th>Date:</th>
<th>18/07/2022</th>
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<tbody>
<tr>
<td>Printed Name:</td>
<td>Gerlinde Koeglreiter</td>
<td>Uni ID: U1104660</td>
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**References:**

[General Staff Classification Descriptors](#)