



## Position Description

<b>College/Division:</b>	Office of the Vice Chancellor
<b>Faculty/School/Centre:</b>	ANU Advancement
<b>Department/Unit:</b>	Advancement Services
<b>Position Title:</b>	Advancement Solutions Manager
<b>Classification:</b>	ANU Officer Level 8 (Administration)
<b>Position No:</b>	
<b>Responsible to:</b>	Advancement Services Manager
<b>Number of positions that report to this role:</b>	4
<b>Delegation(s) Assigned:</b>	

### 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 priorities as a national institution committed to excellence in research, education and public policy development, ADV supports the University's objectives of deepening relationships with alumni and securing long-term philanthropic income.

The Advancement Solutions Manager is responsible for the provision of business analytical services to support the development and continuous improvement of stakeholder engagement and customer solutions. These activities include development and implementation of use training frameworks, customer service models and user tools in support of and to inform fundraising, engagement and relationship management initiatives of the University.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Reporting to the Advancement Services Manager, and working closely with Advancement Services team members as well as system users, the Advancement Solutions Manager supervises the Senior User Experience Officer and a team of Advancement Services Officers. This position is responsible for the provision of business analytical services with respect to training and stakeholder solutions for the University's CRM systems. This includes, but is not limited to, analysis, design, documentation and training; defining and managing solution scope; developing business cases and driving and fostering a culture of continuous improvement and benefits management. They will provide broad direction to the Senior User Experience Officer in the development and delivery of training programs that meet the needs of CRM users. They will also lead a team that is responsible for providing gift administration activities and data provision services as well as other support activities to users of the CRM system.

The Advancement Solutions Manager will play a key role in collaborating with key stakeholders and refining the strategic direction of activities relating to the CRM system. They are responsible for establishing and maintaining effective customer focused working relationships with business users, and will work proactively to identify and understand requirements, develop optimised solutions, and to effectively communicate and present these solutions.

### Role Statement:

Under the broad direction of the Advancement Services Manager, the Advancement Solutions Manager will:

1. Engage collaboratively with stakeholders to understand their relationship management needs as they relate to the use of the CRM system; review, identify, plan, document and execute the development of technical improvements to the system design and business processes to define the solution scope that meet these needs and align business with technology and the University's strategic goals.
2. Review and identify improvements to the business processes and provide strategic advice that enables alignment of the system with the University's relationship management requirements
3. Oversee the development and deployment of a training framework and stakeholder solutions appropriate to the needs of various stakeholders.

4. Supervise and provide effective leadership and guidance to team members, ensuring that all objectives and deadlines are met, supporting career development and knowledge sharing. Identify and contribute to the continuous improvement of team processes and practices to ensure that a consistent level of service quality and deliverables are provided in all aspects of work.
5. Undertake all business analysis activities to ensure deliverables are produced and delivered on time, developed according to defined standards whilst ensuring that chosen approaches, methodologies and recommendations are appropriate and cost effective.
6. Maintain technical knowledge and actively participate in CRM system user communities to ensure that knowledge of system functionality and the development pipeline is current and relevant to business needs.
7. Conduct workshops, focus groups, deliver presentations and provide training and advice to stakeholders and users with respect to business analysis and project coordination services as required.
8. Provide regular progress reports on all assigned work, advice on effort estimation of analysis activities and resource requirements.
9. Contribute to the development, review and implementation of strategic planning, best practice policy development and decision making processes.
10. Maintain knowledge of data privacy legislation and compliance with University policies relating to information/data management, and be responsible for applying this knowledge to system administration functions of the University's CRM system.
11. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
12. Perform other duties consistent with the classification of the position, and in line with the principles of multiskilling.

### SELECTION CRITERIA:

1. Progress towards relevant postgraduate qualifications with extensive relevant experience as a Business Analyst or Manager in a complex environment, or an equivalent combination of experience and/or qualifications. Previous experience in developing and implementing user-focused solutions and training for client relationship management systems a definite advantage, preferably in an advancement setting.
2. Proven technical experience in managing, implementing and maintaining customer service models, including operational frameworks in a continuous improvement context. Blackbaud systems experience is an advantage.
3. Demonstrated numerical, analytical and problem-solving skills and a high degree of attention to detail, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions.
4. Demonstrated experience in liaising with multiple stakeholders with competing priorities to identify new or enhanced system capabilities and assess their suitability for a particular environment.
5. Proven experience in the planning and formulation of strategies for the development of business solutions and experience in the evaluation, implementation and management of changes to business practices to improve efficiencies and effectiveness in system configuration, documentation and business processes.
6. Demonstrated high level interpersonal, oral and written communication skills, including the ability to articulate requirements to technical teams in a variety of ways and an ability to cultivate and maintain strong working partnerships with a diverse range of groups.
7. Demonstrated ability to manage and mentor a high performing team, with a proven commitment to service excellence and the ability to prioritise work to meet client requirements and deadlines
8. A demonstrated high level of understanding equal opportunity principles and a commitment to their in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[General Staff Classification Descriptors](#)

