Position Description

College/Division: ANU Advancement
Faculty/School/Centre:
Department/Unit: Advancement Services
Position Title: Manager, Business Improvement
Classification: ANU Officer Level 8 (Administration)
Position No:
Responsible to: Head, Advancement Solutions
Number of positions that report to this role: 1
Delegation(s) Assigned: D5

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. Members of the office integrate ADV values – accountability, professionalism, care, passion, courage and collaboration – into their purposeful management of relationships with alumni, donors and prospective donors, within ADV and across ANU.

The Senior Business Analyst, Business Improvement is responsible for the provision of business analytical services to support business process development and continuous improvement across ADV. These activities include development and implementation of training frameworks, business protocols 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 Head, Advancement Solutions, and working closely with Advancement Services team members as well as the ADV team, the Manager, Business Improvement supervises the Senior User Experience Officer. This position is responsible for the provision of solutions for the University’s CRM systems and business process improvements for ADV. 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.

The Manager, Business Improvement will manage and 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 play a key role in collaborating with key stakeholders and refining the strategic direction of activities relating to business processes and identify impact to ADV systems. 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 Head, Advancement Solutions, the Manager, Business Improvement will:

- Build relationships with stakeholders through collaboration and consultation to understand their relationship management needs; 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.
- 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.
- Oversee the development and deployment of a business process documentation and training framework appropriate to the needs of various stakeholders.
- Supervise and provide effective leadership and guidance to team members, ensuring that 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.

- Manage 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.
- Maintain technical knowledge and actively participate in ADV networks and CRM system user communities to ensure that knowledge of best practice, system functionality and the development pipeline is current and relevant to business needs.
- 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.
- Provide regular progress reports on all assigned work, advice on effort estimation of analysis activities and resource requirements.
- Contribute to the development, review and implementation of strategic planning, best practice policy development and decision-making processes.
- Maintain knowledge of data privacy legislation and compliance with University policies relating to information/data management.
- Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
- Perform other duties consistent with the classification of the position, and in line with the principles of multiskilling.

See the classification descriptors for general staff¹

**SELECTION CRITERIA:**

1. Progress towards relevant postgraduate qualifications with extensive relevant experience as a Business Analyst 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 business protocols, 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 business processes 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 systems, 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.

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.

**References:**

General Staff Classification Descriptors

¹Schedule 5 - General staff classification descriptors - Human Resources - ANU

For assistance please contact HR Division Ph. 6125 3346