



Position Description

College/Division:	ANU Advancement
Faculty/School/Centre:	Advancement Operations & Engagement
Department/Unit:	Donor Relations
Position Title:	Senior Donor Relations Officer
Classification:	ANU Officer Level 6/7 (Administration)
Position No:	28881
Responsible to:	Manager, Donor Relations
Number of positions that report to this role:	0
Delegation(s) Assigned:	0

PURPOSE STATEMENT:

ANU Advancement provides leadership and support across the University in developing meaningful and sustainable relationships with ANU alumni, donors, and the broader community, securing long-term philanthropic investment and ensuring the strong management of existing philanthropic funds and accountability to the university's donors. This is achieved through directing activity exclusively towards supporting, amplifying, and propelling the University's vision, mission, and strategic objectives, in service to its ever-changing priorities and areas of greatest need. ANU Advancement's mission is to build meaningful and enduring connections with our community and pair the passions of generous people with the outstanding work of our University.

The Donor Relations team within the ANU Advancement Portfolio implements strategic engagement programs with supporters to increase affinity and embed a culture of philanthropy (in its various forms) amongst alumni, staff, students, donors, and friends. Within this context, the Donor Relations team delivers mass donor stewardship and engagement programs, in support of achieving the objectives outlined in the University's overall advancement strategy. This includes the planning and provision of communications, events, personalised engagement plans, and programs that strengthen the relationships between the University and the donor community.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Senior Donor Relations Officer is part of a specialised Donor Relations team, collaborating effectively with a diverse group of internal and external stakeholders, including Philanthropy staff engaged in fundraising and stewardship activities, donors and benefactors, students, and alumni.

The Senior Donor Relations Officer provides proactive and responsive strategic and operational support in the delivery of donor relations and stewardship activities, including events, the annual Report to Donors, impact reports and gift acknowledgments, to enhance relationships between the University and its supporters.

Capabilities, Values, & Behaviours:

ANU Advancement staff integrate the Advancement Values of Accountability, Professionalism, Care, Passionate, Courageous, Collaboration, and associated behaviours into their professional approach to all aspects of their work, including the purposeful management of relationships with alumni, donors, prospective donors, ANU Community members and stakeholders across the University community. The Advancement values and behaviours have an impact on the performance and wellbeing of others, and on the performance of the division with the goal of the portfolio to create a culture where all people feel valued and included in the workplace. Advancement firmly believe that our people are our most valuable asset and work to grow and diversify the skills, knowledge and capability of all staff.

This position, as a staff member within the Advancement portfolio is required to be accountable and responsible for their work, to demonstrate dependability and to treat everyone with courtesy, respect, empathy, and kindness. They celebrate successes, are comfortable in both giving and receiving feedback and work together to share ideas and resources across Advancement and the wider University.

Role Statement:

Under the general direction of the Manager, Donor Relations, the Senior Donor Relations Officer will:

- Develop, project manage and deliver stewardship programs such as events, the annual Report to Donors, impact reports, gift acknowledgments, and communications that strengthen long-term relationships with donors.
- Collaborate with internal departments and Colleges to ensure provision of timely acknowledgement and stewardship to donors, and delivery of both templated and automated, and personalised and bespoke, stewardship activities.
- Project manage and write communications including impact reports, acknowledgments, video scripts, and speech notes using donor-centric language and aligning messaging with ANU Advancement's strategic plan, implementing a consistent tone of voice and brand across all donor publications.
- Proactively support the stewardship responsibilities of Philanthropy staff by assisting them in establishing and coordinating individualised stewardship plans for donors, including major donors and lead gifts.
- Work with the broader team, and other stakeholders, to plan, deliver and review cultivation and stewardship events, attending as needed to steward donors as appropriate, and regularly interacting with donors to steward and build relationships.
- Analyse data and produce necessary stewardship reports and proposals that inform program development and delivery and prepare briefing materials for meetings, events, and donor calls.
- Identify best practice alumni and philanthropy recognition models and translate these to the ANU environment, including the development of policies, procedures and guidelines relating to donor relations.
- Other reasonable duties commensurate with classification level.
- Comply with all ANU policies and procedures, and particularly those relating to work health and safety and equal opportunity

SELECTION CRITERIA:

1. Tertiary qualifications and extensive relevant work experience or an equivalent combination of experience and education/training. Experience gained must have been within an outward-facing, customer-orientated environment.
2. Proven skills and experience in strategic planning and project management, showing a high degree of attention to detail and an ability to prioritise work to meet challenging and changing deadlines.
3. Demonstrated high-level of interpersonal and communication skills, both written and oral, including demonstrated ability to communicate effectively and persuasively with a diverse range of people, with a preference for donor-centric language and tone.
4. Demonstrated ability to execute highly visible engagement and customer service programs, including events for external audiences, with a strategic approach from concept to delivery.
5. Ability to build strong relationships with a wide range of people, ability to work harmoniously, both within a team and independently, and to use sound judgement and maintain confidentiality.
6. Experience of providing high-level administrative support and operational advice to management.
7. Demonstrated experience in the Microsoft Office toolset, email, and web browsers. Experience using Relationship Database Packages will be highly regarded.
8. Ability to work after hours, if necessary, and undertake domestic and international travel as required.
9. Demonstrated knowledge and understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.
10. Demonstrated ability to promote the portfolio values of Accountability, Professionalism, Care, Passionate, Courageous and Collaboration, and a commitment to positively comply with the associated behavioural expectations.

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.

Supervisor/Delegate Name:

Ziga Sparovec

Date:

September 2024

References:

[Professional Staff Classification Descriptors](#)

	Australian National University	<h1>Pre-Employment Work Environment Report</h1>
---	---	---

Position Details

College/Div/Centre	ANU Advancement	Dept/School/Section	Advancement Operations & Engagement
Position Title	Senior Donor Relations Officer	Classification	ANUO 6/7 (Admin)
Position No.	28881	Reference No.	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

<ul style="list-style-type: none"> • Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties. 					
TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
Organizing events	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					
Supervisor/Delegate:		<i>Ziga Sparovec</i>		Date:	<i>Nov 2022</i>