



Australian
National
University

Position Description

College/Division:	Alumni Relations & Philanthropy
Faculty/School/Centre:	
Department/Unit:	Advancement Services, Advancement Information Services
Position Title:	Manager, Advancement Information Services
Classification:	Senior Manager 1 (Administration)
Position No:	TBA
Responsible to:	Associate Director, Advancement Services
Number of positions that report to this role:	4-7
Delegation(s) Assigned:	Supervisor

PURPOSE STATEMENT:

The Alumni Relations & Philanthropy (AR&P) 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, AR&P supports the University's objectives of deepening relationships with alumni and securing long-term philanthropic income. Members of the office integrate AR&P values – leadership, respect and inclusiveness, ethical behaviour, integrity and accountability, celebration – into their purposeful management of relationships with alumni, donors and prospective donors, within AR&P and across ANU.

The Manager, Advancement Information Services will be responsible for the integrity, development, maintenance and training on the University's fundraising and engagement Customer Relationship Management (CRM) database through the effective management of a small team to deliver high level customer service.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

Reporting to the Associate Director, Advancement Services, the Manager, Advancement Information Services will supervise and manage the day to day operations of the Advancement Information Services team. The Manager is responsible for leading the team and developing and implementing enrichment, analytics, reporting & training frameworks that optimise the use of the CRM database through the use of infrastructure, policy & procedure to support activities across AR&P and more broadly across the University.

As a member of the AR&P Management Team, this position will provide high level input and contribute to management and strategy across the Alumni Relations and Philanthropy group providing analysis and reporting to the group and the broader University to support Alumni and Philanthropic engagement programs. They will also work closely with stakeholders across the University to develop strategies to enable operation and use of the CRM in support of the University community. They will also liaise with and provide support to a variety of internal and external stakeholders, working in partnership with team members and with colleagues across AR&P and the broader University community.

Role Statement:

Under the broad direction the Manager, Advancement Information Services will:

1. Lead a team in the development and implementation of an effective operational framework to manage the fundraising and engagement Customer Relationship Management (CRM) database,
2. Review and measure the performance and effectiveness of the CRM database to enable continuous improvement and compliance, integrity of data and adapting to and adopting industry best practice and methodologies to meet the needs of a broad range of stakeholders.
3. Develop and implement an enrichment, analytics and reporting framework in support of Alumni and Philanthropic engagement initiatives and programs.
4. Lead and manage the Advancement Information Services team to meet the strategic and operational objectives, including an overarching responsibility for the teams' service delivery performance and

development and providing ongoing support and guidance to junior supervisors within the team.

5. Provide strategic advice and support to the AR&P Senior Management Team on matters relevant to complex data analytics to identify and realise new development opportunities and provided advice to assist informed decisions regarding Alumni and Philanthropic engagement programs
6. Develop comprehensive University wide learning and development strategy for the CRM database and manage the implementation and delivery of training programs on all aspects of the fundraising and engagement database.
7. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
8. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

SELECTION CRITERIA:

1. Relevant postgraduate qualifications and demonstrated experience, or an equivalent combination of experience and education / training in an operative and management level relevant to the position.
2. Extensive experience in the management, implementation and maintenance of enterprise systems/databases including the development and delivery of associated training programs, operational frameworks and reporting, preferably within fundraising, engagement and/or marketing setting. Experience with Blackbaud CRM and / or Raiser's Edge will be highly regarded.
3. Demonstrated leadership and people management skills in a culturally diverse environment, with a demonstrated ability to coach and mentor staff, to prioritise workloads, deliver consistent, high quality client service to internal and external stakeholders and to lead the team to deliver on challenging objectives on budget and in a timely manner.
4. Highly developed analytical and problem solving skills with the proven ability to establish priorities and meet competing deadlines in the management of complex data requests and issues across a broad range of stakeholders.
5. A proven ability to extract and transform data for analysis and advanced modelling, preferably through the use of advanced statistical methodology.
6. Demonstrated initiative, drive and responsibility to develop and implement best practice policies, procedures and guidelines in the management of data.
7. Excellent interpersonal, verbal and written communication skills with demonstrated experience building effective working relationships and managing stakeholder relationships including being able to consult, negotiate and liaise effectively with a diverse range of people. This includes demonstrated ability to develop and prepare comprehensive written documentation and reports
8. A demonstrated high level of understanding of principles associated with confidentiality, privacy and equal opportunity and a commitment to the application of these policies in a university context.

Supervisor/Delegate Signature:

Date:

Printed Name:

Uni ID:

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



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Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Alumni Relations & Philanthropy	Dept/School/Section	Advancement Services, Advancement Information Services
Position Title	Manager, Advancement Information Services	Classification	Senior Manager 1 (Administration)
Position No.	TBA	Reference No.	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/_Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- '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

- 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 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"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input 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's Signature:		Print Name:		Date:	
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