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| **Position Description** |

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| **Associate Director, Services and Support** | |
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| **Position No:** | 50009729 |
| **Department:** | Alumni and Advancement |
| **School:** | Office of the Vice-Chancellor |
| **Campus/Location:** | Melbourne (Bundoora) |
| **Classification:** | Higher Education Officer Level 10 (HEO10) |
| **Employment Type:** | Continuing, Full-Time |
| **Position Supervisor:**  **Number:** | Director, Alumni and Advancement  50138793 |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**For enquiries only contact:**

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**Associate Director, Services and Support**

**Position Context**

The Alumni and Advancement Office is responsible for philanthropic fundraising and engagement with La Trobe University’s alumni community (196,000 as at November 2017). The Alumni and Advancement Office (AAO) is an outwardly facing unit of the University and engagement with stakeholders is a major element of most activities undertaken. The office undertakes major gift fundraising, alumni engagement and giving, donor stewardship and bequests. In March 2017 the University launched its first ever fundraising campaign, *Make the Difference*, as part of the University’s 50th Anniversary Celebrations with the aim to raise $50 million by 2020.

Reporting to the Director, Alumni and Advancement, the position of Associate Director, Services and Support oversees the development, implementation and management of the systems and processes to support the delivery of the Alumni and Advancement Office’s strategic priorities and objectives. Additionally the role oversees the development and delivery of key reports for the AAO Senior Leadership team, the La Trobe Foundation Committee, University Council and Senior Executive Group. The Associate Director Services and Support provides administrative leadership to support the long term sustainability and success of the University’s fundraising and alumni relations initiatives and provides the key interface with the University’s support functions including Finance, HR, ICT and Infrastructure & Operations (I&O). The Associate Director, Services and Support, is a member of the AAO Senior Leadership team.

**Duties at this level may include:**

* Responsibility for high level planning, programming and managerial functions related to services and support of fundraising and alumni relations activities.
* Provide leadership to and manage the services and support team including staff in key service functions relating to the AAO’s database (Raiser’s Edge), donation processing, financial management, including the Foundation, ICT and other administrative functions.
* Responsible for the development and maintenance of AAO policies and procedures.
* Responsible for the achievement of objectives and programs and the delivery of annual business plans for the Services and Support area of the AAO including its operational budget.
* Contribute to and provide strategic input into the AAO’s strategic and annual planning process.
* Responsible for all reporting for the AAO’s performance including benchmarking against industry best practice, and the provision of program management reports to assist the senior leadership team manage individual and team performance.
* Responsible for the relationship management and interface with the University’s support functions such as Finance, HR, ICT and I&O including oversight of the University’s Foundation.
* Primary responsibility for managing the relationship with Blackbaud, the AAO’s CRM supplier, and other external suppliers as required.
* Develop innovative process improvements and efficiencies in the support systems for the AAO’s fundraising and alumni relations activities and the interfaces with internal stakeholders such as finance, the research grants team, student services, academic Colleges, marketing and the University’s research partners such as the Olivia Newton John Cancer Research Institute.
* Lead, manage and motivate services and support staff including overseeing the development and implementation of individual team members’ performance plans and KPIs.
* Interact with senior colleagues across all areas of the University, with internal and external committees and other external bodies, providing high-level input where required.
* Participate as part of the AAO’s senior leadership team consistent with the University’s core values.
* Ensure the Services and Support team operate consistently with the University’s core values and the AAO’s culture of collaboration, accountability and transparency.

**Key Selection Criteria may include:**

* Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of a University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Demonstrated ability to take responsibility for the achievement of objectives and programs affecting a significant organisational area at College level or equivalent.
* Demonstrated ability to manage substantial budget allocations.
* Demonstrated high level of theoretical and applied knowledge in fundraising, customer relationship management, accountancy or database systems management; or some combination of these.
* Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.
* Proven ability to deal with concepts, decisions and complex information or situations in an efficient and effective manner. Capable, agile, flexible and patient with process, and the ideas of others.
* Proven record of managing and controlling substantial budget/resources/funding and an understanding of financial management procedures.
* Awareness and understanding of the activities, objectives and strategic direction of the University, both current and future, in a global context.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: