

Position Description

Gift and Information Processing Officer



Details

Area	Vice-Chancellor Portfolio
Team / School	Advancement Operations
Employment	Part-time (0.8) and fixed term (parental leave replacement)
Location	Melbourne Burwood Campus
Classification	HEW 5
Manager Title	Manager, Gift Processing and Administration

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

[Strategic Plan – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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Gift and Information Processing Officer



Overview

The Gift and Information Processing Officer coordinates and processes philanthropic gifts to the University as well as donor and alumni information updates. This position provides high level advice and support to Advancement and to the broader University to assist with the provision of an efficient and transparent gift management service within the University which meets the highest level of accountability in reporting on the management and investment of all philanthropic gifts to the university. The position also plays a key role in establishing, reviewing and improving gifts processing services and systems.

The Gift and Information Processing Officer sits within Advancement Operations and provides critical infrastructure support for the University to realise the full potential of fundraising initiatives, and effective management of potential and actual donors and donations. The Gift and information Processing Officer plays a key role in the timely, accurate and efficient processing of philanthropic support and information updates.

The Gift and Information Processing Officer reports to the Manager, Gift Processing and Administration and works in close association with all members of the Advancement team.

Advancement comprises Advancement Operations, Alumni Engagement, Development and Advancement Communications.

Advancement provides advice, training, resources and intelligence on alumni, donors and potential donors, and works to engage and build stronger relationships with our vast alumni community both in Australia and abroad. Advancement coordinates fundraising and philanthropic relations activities for Deakin University nationally and internationally; working closely with the university's campuses, faculties, institutes and other stakeholders to deliver outcomes that significantly enhance the University's profile and resources.

Accountabilities

- Clarify expectations and respond promptly to staff, donor and stakeholder requests, queries, or complaints to ensure client needs are met to agreed standards and timelines
- Provide advice to staff and stakeholders and make referrals to other areas of the University as required
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships
- Present information in a clear, structured, concise and tailored way by focusing on key messages and check that messages are understood and meet audience needs
- Take personal responsibility and show initiative to meeting goals and objectives contributing to an inclusive team environment
- Adopt new ideas and approaches and learn from various points of view and confirm understanding
- Contribute feedback and suggestions and identify situations in which change is needed to improve services policy and practice
- Recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others
- Any other duties as directed, commensurate with the scope and classification of the position.

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Gift and Information Processing Officer



Relationships

Internal

- Advancement teams including Development, Donor Relations and Alumni Engagement
- Enabling functions including Finance and Procurement, Office of the General Counsel, Audit, Risk and Business Continuity and the Policy Office

External

- Donors and funding organisations

Selection

Qualifications and experience

- Completion of a Degree without subsequent relevant work experience; or
- Completion of an Associate Diploma and at least two years subsequent relevant work experience; or
- An equivalent combination of relevant experience and/or education/training
- Experience in administration and related activities in a large organisation with complex administrative structures, policies, and procedures.
- Experience in operating in a high-pressure diverse environment, involving face to face, phone, and written communication
- Experience providing services and support in a large organisation
- Desirable:
 - Experience in a fundraising environment.
 - Experience with Donor, Alumni, Student, HR or similar complex relationship management databases.
 - Experience with basic bookkeeping.

Capabilities

- **Planning and Organising:** Plans, analyses, and co-ordinates the delivery of projects while balancing priorities and resources
- **Analysis and Problem Solving:** Sources relevant information; identifies problems and offers sustainable practical solutions
- **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others
- **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders

Special Requirements

- Working with Children Check (refer to Recruitment Procedure)
- Travel to other campuses of the University, as required.
- Some work outside business hours may be required.
- The timing of annual leave may be affected by the potential cyclical requirements of the role

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.