

# POSITION DESCRIPTION

University of Melbourne Advancement

## Donor Relations Manager

<b>POSITION NUMBER</b>	0043618
<b>CLASSIFICATION</b>	PSC 8
<b>SALARY</b>	\$99,199 - \$107,370 per annum (pro-rata if applicable)
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full-time or Part-time The role is ideally full-time, however we are open to flexible work arrangements, including a job share, for the right candidate subject to meeting business requirements. Please state your preferred FTE in your application.
<b>BASIS OF EMPLOYMENT</b>	Continuing
<b>HOW TO APPLY</b>	Please DO NOT apply via the University website. We are recruiting in partnership with NGO Recruitment. Enquiries and applications should be directed to: Emma Adams, NGO Recruitment, Tel +61 3 8319 4090, Email <a href="mailto:emma.adams@ngorecruitment.com">emma.adams@ngorecruitment.com</a>
<b>CONTACT FOR ENQUIRIES ONLY</b>	<i>As above</i>

For information about working for the University of Melbourne, visit our website:  
<http://about.unimelb.edu.au/careers>

## **THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

## **EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

## **UNIVERSITY OF MELBOURNE ADVANCEMENT**

<http://advancement.unimelb.edu.au/>

The Advancement Office aims to facilitate the establishment and maintenance of mutually beneficial relationships between the University and its alumni, friends and benefactors. It is responsible for the management of programs relating to alumni and benefactors, and provides services to and works collaboratively with faculties and other central administration areas.

University of Melbourne Advancement (UoMA) is responsible for the coordination and delivery of Believe: the Campaign for the University of Melbourne, [www.campaign.unimelb.edu.au](http://www.campaign.unimelb.edu.au)

The completion of the first phase goal of raising \$500M for the Believe Campaign was publicly announced in March 2016 along with the intention to proceed with a second phase of the Campaign with revised goals of raising \$1B and actively engaging with 100,000 alumni by the end of 2021. The Campaign is the largest initiative of its kind in the Asia-Pacific region.

### UoMA's Vision – Partnering for Impact

Advancement is a **catalyst** that leads to positive impact on the University, the city, the state, Australia and the world.

### Mission

We do this in deep and genuine partnership with our generous alumni, supporters and academic colleagues.

To do this we will work in partnership with:

- **Academic and professional colleagues** to identify, curate, hone and present wonderful philanthropic and engagement opportunities that support our outstanding researchers, teachers and students and the spaces in which they live and work
- **Donors** to match and connect these opportunities to their passions
- **Alumni, friends and current students** to develop mutual and lifelong benefit by sharing skills, expertise and networks

### Guiding Principles

- We are '**One Advancement**' working together towards collective goals
- We are driven both by **university strategies** and the opportunities presented by **our supporters' passions**
- We strive for outcomes through **strong partnerships that deliver impact** – both with university colleagues and with our community stakeholders
- We create opportunities for the university to come together with supporters to **make a difference in the world** and benefit the communities with whom we engage
- We build **enduring, purposeful relationships** that are stakeholder-centric and mutually-beneficial
- Our decision making and resource allocation are based on **expert knowledge, research insights and data**
- We recognise the impact of both **financial and non-financial contributions**
- We **operate sustainably** at both the organisational and personal levels

### Foundation Values

Our work will be guided at all times by our Values:

- **Integrity** – we are honest, trustworthy, understanding and sincere
- **Collaboration** – we are supportive of each other and work as a team toward improved collective outcomes
- **Innovation** – we prize creativity and act with courage to progress our objectives

- **Professionalism** – we are committed, focused, accountable, respectful and proud of the work we do

## Behaviours

We look to encourage the following behaviours across Advancement:

- **Prioritise** based on our strategic direction and purpose
- **Don't go it alone** – explore and exchange expertise, knowledge and institutional memory with colleagues across Advancement
- Be willing to **innovate and test new approaches**
- Support each other to **think, speak and act courageously** in pursuit of the best outcomes
- Be **responsive and decisive** taking both personal and collective **accountability**

## ABOUT THE ROLE

### Position Purpose:

The Donor Relations Manager is a senior member of the Donor Relations team and is required to play a key role in sustaining meaningful engagement with our significant donor community by providing personal, bespoke opportunities to enable development and strengthening of relationships.

In this role, you will report to the Head of Donor Relations and work in close collaboration with senior Advancement staff, in particular the Vice-Principal (Advancement) and the Director of Development, to formulate and execute donor engagement plans and monitor the implementation of principal gifts.

The role requires an understanding of the donor lifecycle, experience in working within a fundraising environment, exemplary written and verbal communication skills, the ability to interpret data and information to gain insight and understanding as it relates to strategy, and sound judgment and decision-making.

You will be required to contribute to donor relations strategy development, review and reporting, with a focus on principal gift donors, and to identify appropriate engagement opportunities across the University.

Reporting line: Head of Donor Relations

No. of direct reports: 1

No. of indirect reports: 0

Direct budget accountability:

### Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities

and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

### **Core Accountabilities:**

- Develop and maintain excellent relationships with the University's most significant donors and those in ongoing stewardship, acting as primary or secondary relationship manager for a portfolio of up to 50 donors
- Develop and implement innovative, strategic and comprehensive engagement and stewardship plans for principal gift donors in collaboration with senior Advancement colleagues
- Identify and generate donor-centric engagement opportunities and new initiatives to enhance donor experience
- Provide partnership and counsel to colleagues to further personalise stewardship activities for principal and major donors
- Develop and implement protocols and tools to monitor and track principal donor stewardship plans, ensuring plans and activities are implemented timely and efficiently
- Provide counsel and advice regarding donor relations commitments to the Gift Agreements Manager and senior development colleague during the gift agreements process
- Proactively monitor the implementation of principal and major gifts, identifying and escalating matters where gift and donor commitments may be at risk, and providing counsel and advice to colleagues regarding implementation best-practice and process
- Work collaboratively with donor relations colleagues to enhance the strategy and focus of the Wilson Society
- Work collaboratively with donor relations colleagues to deliver bespoke and compliant donor impact reports
- Assist the Head of Donor Relations with duties related to developing and fostering strategic direction of University-wide donor relations.

### **Selection Criteria:**

#### **Qualifications:**

1. The appointee will have: a tertiary level qualification in any discipline with experience in donor or stakeholder relations, fundraising, customer service or membership organisations; or an equivalent combination of relevant experience and/or education and training.

#### **Knowledge, skills and experience:**

2. Previous experience working with, or supporting, a portfolio of donors or stakeholders, with a proven track record of success

3. Ability to demonstrate strategic thinking and stakeholder management skills, enabling success by working through complex and diverse stakeholder groups
4. A high level of drive and initiative with a demonstrated ability to formulate, develop and implement ideas to achieve objectives and manage competing tasks with deadlines
5. Ability to build strong and collaborative professional relationships with internal and external constituents
6. Ability to demonstrate reliability and integrity when dealing with the donor community
7. Outstanding interpersonal, oral and written communication skills, appropriate to dealing with stakeholders and supporters including donors, volunteers and friends of the University
8. Demonstrable record of operating successfully in a large, complex organisation
9. Experience in supervising and managing staff to achieve outcomes
10. An understanding of best practice stewardship and the role of stewardship and donor relations strategy

**Other job-related information:**

- A current, full unrestricted work permit/visa for Australia is required
- Willingness to work flexible hours, especially in relation to attending after hours donor events