



**Australian
National
University**

Position Description

College/Division:	ANU Advancement
Faculty/School/Centre:	
Department/Unit:	Advancement Services
Position Title:	Gift & Business Services Manager
Classification:	ANU08 (Administration)
Position no:	32999
Responsible to:	Head, Advancement Solutions
Number of positions that report to this role:	4
Delegation(s) assigned:	D5, Supervisor

PURPOSE STATEMENT

ANU Advancement leads the development, management and coordination of advancement activities at ANU, in support of the University's objectives of deepening relationships with alumni and securing long-term philanthropic income and in alignment with the University's strategic priorities as a national institution committed to excellence in research, education and contribution to public policy development. Members of the office integrate Advancement values – leadership, respect and inclusiveness, ethical behaviour, integrity and accountability, celebration – into their purposeful management of relationships with alumni, donors and prospective donors, within Advancement and across ANU.

The Gift & Business Services Manager manages and oversees the gift and business services responsibilities of ANU Advancement, ensuring the development of business protocols and procedures, handling complex issues related to gifts raised for the University, engaging stakeholders and delivering high quality and robust Advancement client services across the University in support of the achievement of the University's strategic philanthropic goals.

KEY ACCOUNTABILITY AREAS

Position Dimension & Relationships:

Reporting to the Head, Advancement Solutions, the Gift & Business Services Manager is responsible for providing high-level support in the implementation and maintenance of a framework for effective gift administration. The role works collaboratively with the broader Advancement Services team, ANU Advancement staff, the Division of Human Resources and the Division of Finance & Business Services, providing donor-centric client service and providing the wider Advancement team with innovation, strategic planning, advice and support for all Advancement operations and activities. The role is responsible for developing and maintaining a number of business-critical relationships for Advancement and for overseeing compliance with financial procedures and execution of finance processes through both the Advancement and University finance systems.

The Gift & Business Services Manager ensures that all stakeholders are educated on relevant business protocols and procedures and their implementation within their own area; represents ANU Advancement in University-wide initiatives; and works closely with a range of stakeholders engaged in fundraising activities, finance, administration and donors.

Role Statement:

Under broad direction, the Gift & Business Services Manager will:

1. Establish and maintain robust and scalable gift and business services and enquiry management frameworks, including the development, implementation and maintenance of a service catalogue, service standards, knowledgebase, templates, protocols and procedures that support the effective delivery of donor centric gift and business services. Ensure all service requests received by Advancement Services are managed according to these standards and troubleshoot where appropriate to manage issues of service provision.
2. Provide high quality service and advice on all aspects of the gift lifecycle, including support of fundraising initiatives, gift processing and receipting of gifts from a variety of sources and channels, through the interpretation of complex correspondence and agreements and ensuring maintenance and reconciliation of associated records in Advancement and other University systems.
3. Oversee continuous improvement projects and routine business services on behalf of ANU Advancement including, but not limited to, HR activities including new staff on boarding, facilities and equipment, asset management, risk management, WHS and emergency procedures, and financial administration including accounts payable and receivable, purchase card and account reconciliations, journal entries and reconciliations; and effectively communicate and implement these processes across the division.
4. Supervise and lead a high-performing team that ensures the effective delivery of a range of services to meet requirements, managing and prioritising projects, developing and evaluating practices and procedural arrangements to improve outcomes.
5. Oversee the administration and governance of the Advancement Hub as a robust, secure and scalable online platform to easily manage and share frequently accessed / requested information and resources with Advancement and broader university staff.
6. Develop effective relationships with key internal and external stakeholders and play a key role in relevant University-wide initiatives, promoting and managing any local area consultation and roll-out, participating in a range of activities, workgroups and networks across campus, as required.
7. Provide high level and detailed advice to senior staff and others on how best to achieve business objectives and contribute to innovation and continuous improvement towards establishing best practice and strategic direction for the team.
8. Comply with all ANU policies and procedures, in particular those relating to information/data management, gift and financial management, work health and safety and equal opportunity.
9. Maintain knowledge of requirements and regulations related to DGR status, Payment Card Industry compliance, tax legislation, gift acceptance and data privacy legislation.
10. 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. Progress toward postgraduate qualifications and demonstrated relevant experience in office management, business and finance administration and service delivery in a complex organisation or an equivalent combination of experience and education/training. Experience in gift administration in a not for profit or Advancement setting is highly desirable.
2. Proven experience in innovation, continuous improvement and the delivery of business services with a high level of customer service, modelling and planning skills to support effective implementation of business protocols to build stakeholder confidence.
3. Demonstrated experience applying sound judgement, solution focused problem-solving and strategic decision-making skills with the proven ability to establish priorities, analyse information from multiple sources and provide actionable insights in the management of sensitive and complex issues across a broad range of stakeholders.
4. High level of interpersonal skills with demonstrated effective verbal and written communication, presentation, personal influence, negotiation and stakeholder management in a dynamic and complex environment and experience developing comprehensive documents and reports.
5. Proven track record of managing, motivating and mentoring a team that consistently displays high-quality customer service principles, practices and attributes and the ability to respond and adjust to changing and competing demands, priorities, deadlines and circumstances.

6. Demonstrated experience with a variety of software applications including MS Office Suite, customer relationship management systems (CRMs), document management systems, finance systems and MS SharePoint.
7. A demonstrated high-level of understanding of equal opportunity principles and occupational health and safety and a commitment to their application in a university context.

References: [Professional Staff Classification Descriptors](#)