



SENIOR MANAGER, DONOR RELATIONS

DEPARTMENT/UNIT	External Relations, Development and Alumni
FACULTY/DIVISION	Office of the Vice-Chancellor & President
CLASSIFICATION	HEW Level 9
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The **Portfolio of the Vice-Chancellor and President** is responsible for: high level of coordination for, and management and advice to, the Vice-Chancellor, leadership in the management and delivery of key strategic and cross portfolio initiatives, University level governance, University-wide marketing, communications and student recruitment activities, strategic communications, external relations and coordination of special events arranged on behalf of the Chancellor and the Vice-Chancellor, leadership in and development of relationships with a range of local and international stakeholders and partners, including alumni, benefactors, government, industry and strategic alliance affiliates.

The **External Relations, Development and Alumni** portfolio (ERDA) works collaboratively across the University to initiate, grow and steward strong person to person relationships with key stakeholders that support Monash University's research and education endeavours. This work delivers outcomes that significantly enhance the University's profile and resources.

To fulfil our mission, ERDA oversees a range of activities including alumni relations, communications, fundraising, external engagement, donor programs and community engagement activities for the University, nationally and internationally.

POSITION PURPOSE

The **Senior Manager, Donor Relations** actively contributes to the University's ability to secure, retain and grow the level of philanthropic support by leading the delivery of engaging and impactful donor relations programs. The donor relations teams deliver donor stewardship programs, gift confirmation and acceptance, and gift processing functions.

The role works closely with the Director, Development Services to develop the strategic direction of the University's donor relations strategy, with responsibility for the delivery of a comprehensive, institution-wide

donor relationship program. A program that is focused on creating and maintaining positive and meaningful relationships between the University and its donors through effective gift implementation and impact reporting.

Led by ERDA, the philanthropic campaign *Change It. For Good* has led to significant growth in philanthropic support for the University. The University now secures over 100 new major, principal and mega gifts each year. With the number and value of donations growing each year, the cumulative impact of this success means that the number of gifts to steward grows exponentially. The Senior Manager, Donor Relations will help shape a resilient program that supports this continued growth and success of the University's philanthropic campaigns.

A key to success for this role is the ability to work effectively with a diverse group of internal stakeholders to both promote awareness of philanthropy across the University, and to ensure the effective development and implementation of gift agreements. Key stakeholders include University and faculty senior leadership, ERDA leadership, Office of General Council, Finance (including Tax), Social Inclusion, Access Inclusion and Success, the Monash Research Office, Buildings and Property and Strategic Marketing and Communications.

Reporting Line: The position reports to the Director, Development Services under broad direction, working with a considerable degree of autonomy

Supervisory Responsibilities: This position provides direct supervision to three staff

Financial Delegation: Yes, in accordance with the University delegations schedule

Budgetary Responsibilities: The position is responsible for managing a budget of up to \$100,000

KEY RESPONSIBILITIES

1. Lead the development of the donor relations, gift confirmation, gift implementation and processing functions to meet the needs of a philanthropic program that has demonstrated significant growth
2. Lead, motivate and mentor a team to work collaboratively across the University to deliver effective gift confirmation, gift processing and donor relations activities, such as handling donation enquiries, gift processing, gift reporting, donor acknowledgement letters, gift fulfilment, donor recognition, impact reports and donor engagement events and meetings
3. Oversee the implementation of a comprehensive donor stewardship program that enhances donor engagement, and contributes to the retention and growth of philanthropic support received from the Monash community
4. Work collaboratively with key University stakeholders to support formal confirmation of gifts, this includes but is not limited to the Office of General Counsel, Finance (including Tax), University and faculty senior leadership, Social Inclusion, Access Inclusion and Success, the Monash Research Office, Buildings and Property, and Strategic Marketing and Communications
5. Provide oversight and subject matter expertise in the development of gift agreements that support donor intent and meet the University's strategic objectives and are in line with University policy, procedure and legislative requirements
6. Provide oversight and subject matter expertise in the application of University policy, procedure and compliance requirements in relation to gift acceptance and gift processing practices
7. Maintain and instil best practice knowledge and work collaboratively to develop, implement, maintain and review efficient systems and procedures that adhere to the governance requirements of philanthropic donations
8. Identify, manage and deliver annual agreed projects that enhance the gift confirmation, gift processing and donor stewardship functions
9. Manage an annual program budget, including forecasting and tracking donor stewardship expenditure and producing reports for senior management when required
10. Understand and contribute to the ERDA strategic, leadership and behavioural goals

11. Ensure the effective management and maintenance of donor and donation records in the University's CRM database and other relevant systems in order to support the ongoing management of relationships and gifts
12. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications in an aligned field and extensive relevant experience in major gifts fundraising or related transferable experience; or
 - equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Demonstrated experience in leading, developing and coaching a team of professionals to achieve objectives and proven experience working in a collaborative manner with stakeholders at all levels
3. A good understanding of governance in a large complex organisation and experience in the developing procedure and practice in line with organisation policy and relevant legislation (for example: privacy)
4. Demonstrated ability to apply best practice stewardship of prospective and current benefactors
5. Exceptional interpersonal and communication skills including the ability to diplomatically influence and negotiate with a diverse range of stakeholders on complex issues
6. Demonstrated sound judgement, analytical and problem solving skills and a well-developed ability to provide strategic advice on planning and implementation activities
7. Highly developed organisational skills with the demonstrated ability to manage multiple projects simultaneously and work to strict deadlines with a high degree of accuracy
8. Proven ability to interpret financial information and manage and budgets
9. A high level of computer literacy, familiarity with customer relationship management (CRM) databases, and demonstrated experience in learning and adopting new software packages as required

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.