

Rewarding careers at Melbourne

Candidate Information Pack



Senior Coordinator, Philanthropic Operations, Advancement



THE UNIVERSITY OF
MELBOURNE

Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi-wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses) and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.



Message from Vice President of Advancement, Communications and Marketing

Welcome to Advancement! I hope that once you have read through this pack that you will want to join what I think is one of the friendliest, most supportive teams I have had the privilege of working with. I love working here.

I get to work with a group of passionate, creative and dynamic individuals who are committed to supporting each other and the communities we serve. People are at the heart of everything we do, whether they are the students supported through scholarships, academics whose world-changing research we help to fund or the exceptional colleagues we get to work with every day.

We have big ambitions as we look ahead to our next campaign. We know that we can exceed the extraordinary success of the *Believe* Campaign and are looking for people like you to help deliver on that ambition and impact.

We want to represent the student body we support, the donor and alumni constituency we engage with, and the incredible city of Melbourne so we are committed to building a diverse team.

If you are attracted by the scale of our ambition, the excellence of our campaign and the opportunity to play a big part in making our plans a reality, we'd love to hear from you.

Nick Blinco
Vice-President
(Advancement, Communications and Marketing)

“We’re looking for the right people, not the right CV”

Letter from hiring manager

Bridget Metherall

Dear Applicant,

Thank you for your interest in the position of Senior Coordinator, Philanthropic Operations.

This is an exciting philanthropic operations role in our team, and we hope you will feel compelled to apply after reading the candidate information!

We're Advancement at Melbourne, and we believe that passionate people make an impact and inspire others to make a difference for the greater good. What we are doing at the University of Melbourne in the Gift Operations space is innovative, cutting-edge, and transformative. We welcome your fresh insights to expand on this great work.

We are looking for our next Senior Coordinator, Philanthropic Operations who will be instrumental to our goal of providing excellent advice and support to our fundraisers through the University's gift acceptance and establishment processes.

This role is also a leadership role in our team and the successful candidate will play a big part in considering how we best optimise what we do and how we do it. Our team is a place where we lift, support, and challenge each other to be our best. We always look to innovate, collaborate and think creatively about the mission of the University. We aim to work at the cutting edge of philanthropy for research and education, and are seeking entrepreneurial and diverse mindsets to help us achieve this.

Research informs us that marginalised communities and women hold back if they don't meet 100% of the criteria, while men usually apply after meeting about 60%. Even if you don't tick every box, please get in contact. We would love to have a conversation with you. Please advise us if you have access needs at any stage of the recruitment process. And, if you need to work more flexibly than the traditional 9 am to 5 pm, Monday to Friday, we are open to discussing more flexible ways of working. Please let us know if this is something you'd like to explore as we are open to considering your needs.

Regards,

Bridget Metherall

Senior Manager, Gift Coordination

*At the University
of Melbourne, we
believe that interesting
people with different
backgrounds make us
stronger.*



Philanthropy and Engagement

A career in Advancement at the University of Melbourne means supporting research and education that changes lives. If you are looking to pivot into something meaningful and mission-driven, we're interested in you.

We are a team of 120+ who raise major philanthropic gifts from alumni and non-alumni sources, and encourage lifelong relationships between the University, its alumni and its supporters. We ensure that our global community of more than 500,000 alumni is informed about developments within the University and equipped to be effective ambassadors, volunteers and advocates.

Great things happen at the University of Melbourne because of the work we do. It could be finding a new treatment for cancer, building innovative solutions to the climate crisis or creating scholarships for widening participation. Everyone in our Advancement office plays an important role in making this happen. And while we are the number one university in Australia and a global leader, we are equally renowned as a welcoming place – somewhere you will want to stay and grow.

Our office is a stimulating and supportive place to work. Driven by the desire to make a difference, we encourage our teams to be ambitious and bold, to stretch themselves and not be afraid to try something new. So much of what we do is about building and nurturing relationships – whether that be with each other, with colleagues across the University or with our alumni and donors – which is why integrity is at the heart of how we work.

We enjoy each other's company and find opportunities to have fun, during and after work hours, through activities such as our Advancement Book Club, First Thursday drinks, Daily Quiz rounds and a weekly morning tea get-together.

Philanthropy at the University of Melbourne

From its foundation in 1853, the University of Melbourne has benefited from generous philanthropic support from alumni, staff, parents and friends. Philanthropy and alumni engagement are built into the fabric of the University - philanthropy changes lives here.

The University is committed to philanthropy, recognising that it brings major benefits to future generations - not only scholars, students and alumni, but of nations and communities everywhere.

These benefits range from the expansion of cutting-edge research to giving students access to the very best in teaching and learning, to supporting and strengthening the arts. Increasingly, the impact goes well beyond the University into Australian and global communities.

We have recently completed, Believe, the most successful higher education fundraising campaign in Australian history. The campaign raised more than \$1 billion from nearly 30,000 donors, engaging over 100,000 alumni. Read more about Believe here: **[Giving power to possibility - Alumni, University of Melbourne.](#)**

Philanthropy remains at the heart of our most ambitious objectives, and of the University's 2030 Advancing Melbourne strategic plan. The engagement of our alumni and friends will be critical to the thriving life of the University.



The position

We are recruiting for the role of Senior Coordinator, Philanthropic Operations to join our successful and rapidly expanding Advancement team. This role is a key senior team member of the Gift Operations team in Advancement.

The Gift Operations team provides a range of services relating to the establishment of new gifts to the University, receipting of gifts and coordinating the annual gift financial reporting program.

The Senior Coordinator, Philanthropic Operations will:

- have expert understanding of policy and legal frameworks as they relate to gifts and donations primarily in Australia and to an extent, internationally;
- provide expert advice to Advancement staff on receiving gifts which the University can accept and administer;
- draft gift documentation which records the University's understanding of the donor's wishes; liaise with a range of internal stakeholders in Legal & Risk, Finance, and the benefitting area to ensure smooth handover; and
- proactively lead continual improvement of processes and tools to support best practice gift management.

The Senior Coordinator, Philanthropic Operations also supports the Gift Operations team in leadership activities and in managing junior staff.



Job description:

Key duties and responsibilities

Role

Senior Coordinator, Philanthropic Operations

Location

Parkville Campus, Melbourne, Australia

Salary

Professional salary classification UOM 7 - \$106,432 - \$115,211 per annum (pro rata for part-time)

Plus employer superannuation contribution of 17%

Hours of work

For staff under the Enterprise Agreement the standard working week is 36.25 hours which equates to 7.25 hours per day. The standard hours of work for a full-time staff member are 8:45 am to 5:00 pm with an hour for lunch but this pattern can be varied with agreement from the Senior Director.

Length of employment:

Permanent

Reports to

Senior Manager, Gift Coordination

Direct budget accountability

Not applicable

Direct reports

1 to 2

Key internal relationships

This role has a high level of autonomy and there must be a collaborative working relationship with Gift Operations team members whilst also building strong relationships with the following teams:

- Advancement Development
- University Finance Trusts and Gifts
- University Legal & Risk
- Faculty and benefitting area Gift Administration staff

Key criteria for success

- Deliver expert advice on gift acceptance and establishment processes to support overall Advancement targets
- Optimise Gift Operations processes and procedures

Core Accountabilities:

We are looking for someone who can:

- Be one of the University's senior subject matter experts on the interpretation and application of the Gift Policy and its associated schedules, and have a strong understanding of related policies and regulations.
- Be the first point of contact for providing expert advice to University stakeholders on gift acceptance and establishment processes, and particularly to Development staff working with large and complex gifts.
- Draft gift documentation for gifts coming into the University using expert knowledge of gift documentation templates and processes.
- Attend meetings and discussions to build key stakeholder relationships where you will support troubleshooting and resolution of issues arising with the establishment and receiving of gifts.
- Troubleshoot issues arising with the coordination of gifts coming in to ensure that they can be implemented in a timely way and according to the donor's wishes.
- Proactively identify, prioritise, investigate, and implement continuous service improvement, including to designing and delivering key process and systems enhancements to improve efficiency, service quality and customer experience.
- Work with Gift Operations leadership to document process, build corporate knowledge across team members and manage documentation related to Gift Operations services delivered.
- From time to time, manage junior staff to support Gift Operations activities



Selection Criteria:

Essential

Education/Qualifications

- Appropriate undergraduate qualification in a relevant discipline together with moderate experience, or an equivalent combination of relevant experience and/or education/training per the current Enterprise Agreement classifications.

Skills and Experience

- Excellent customer service and mature stakeholder management skills
- A proven ability to operate discretely and appropriately in relation to sensitive information.
- Proven ability to understand complicated organisational policies (particularly policies related to gift funded activities), regulations and/or other frameworks, and apply them to a variety of business scenarios.
- Excellent attention to detail particularly in relation to reviewing and drafting written documents, in line with policies and frameworks, and a high proficiency in Microsoft Word.
- High level of digital literacy, with particular proficiency in finding and sourcing information from a variety of applications and databases, and working with records in customer relationship management systems (e.g. Salesforce) and/or enquiry management systems (e.g. ServiceNow).
- A track record of proactively taking responsibility for tasks, managing expectations of stakeholders; and highly proficient in prioritising competing tasks and deadlines in a fast-paced environment.

- Excellent problem-solving skills – able to identify and clearly articulate the problem, investigate and consult with others to craft realistic options; and present solutions which stakeholders can understand.
- Proactively learns new skills and tools that are applicable to improving the service.

Desirable

- Qualifications and/or experience in Policy, Law or Taxation.
- Experience administering externally-funded projects and reporting back to funders.
- Experience drafting written contracts or agreements.
- Familiarity with the University's administrative systems, policies and procedures and/or experience within the Higher Education environment.

Working in Advancement



Get to know us better in your own time

Our vision – partnering for impact

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

Our mission

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

We are in partnership with:

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

Our 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

Our values

Our work is guided 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

We encourage the following behaviours

- 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
- Prioritise based on our strategic direction and purpose

“The University of Melbourne’s Advancement team welcomes diversity in thinking, ideas and practices in everything we do. Here you will find a culture of warmth and belonging. We support each other to be the best we can be and want every employee to feel valued, respected and heard.”



Our benefits are above and beyond

Advancement at the University of Melbourne believes in work-life balance. That's why we offer flexible working, generous superannuation and leave for holidays, parental responsibilities and caring duties. Because you can't do a good job if your job is all you do.

Annual leave

Staff receive four weeks of paid annual leave for every 12 months, and two weeks of paid sick leave per year. This can accrue if unused.

Superannuation - you're right, it is 17% p.a.

UniSuper is the super fund of choice for most staff in higher education. We pay 17% per annum (the standard general super guarantee in Australia is 11.0% [rising to 11.5% as of July 2024]).

Note: For Senior Manager and Executive Directors, the University is able to provide flexibility for you to nominate the amount contributed on your behalf as the SG – you can choose between the higher 17% or the prevailing SG rate.

Retirement age - there isn't one!

There is no formal retirement age for staff working at the University.

Salary packaging - we can help reduce your taxable income

Salary packaging means using pre-tax dollars to pay for goods and services, thereby reducing your taxable income at the end of the year. You can salary sacrifice everything from childcare, your gym membership and additional superannuation to subscriptions to the Melbourne Theatre Company.

Work flexibility - work from home and join us in the office for 60% of the time

You will have the opportunity to work from home for up to 40% of your working week. And we have been recognised as an employer of choice for women. Join us in office for the remaining 60% of your working week. The hybrid working arrangements for staff are currently renegotiated on an annual basis with line managers.

Our commitment to your professional development

Advancement has its own professional development program called ADVANtage. This trains and supports staff at all levels. There are also a number of communities of practice that bring staff together from around the University and allied shared services.

If you are new to working in higher education or the Advancement space you will be guided and supported throughout your induction process.

Other benefits

We have several car parks available for staff at reduced rates. You can elect to salary sacrifice or pay on a casual basis per day. If you ride, we have plenty of places for you to lock your bike safely under cover and showers are available in the Advancement office.

Parental and maternity leave

Having a child? (Including adoption and surrogacy)

We have some of the most generous entitlements in the country for new parents, including adoption and surrogacy. You will receive 26 weeks of parental leave from the start of your employment. We also have a 10-day paid special leave if you cannot reasonably perform work due to significant menstruation, menopause or chronic ongoing health issues.

Keeping fit

We have a state of the art gym, an indoor swimming pool, tennis courts and fitness classes so you can stay fit before or after work.

Compassionate Leave

Three days of compassionate leave is granted per occasion (immediately family) and if a child is stillborn, or where the staff member (or the staff member's spouse or de facto partner) has a miscarriage.

Working with Children Check

A valid WWCC is mandatory for employment at the University. The university will cover the cost of obtaining the check from the 30 May, 2024. This applies to all fixed term, casual and permanent staff.

Equal opportunity, diversity and inclusion

The University of Melbourne 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.

Advancement play a leading role in the University when it comes to Diversity and Inclusion (D&I). We have an active D&I committee, where we embed our principles and practices. This commitment is set out in the University's Diversity and Inclusion Strategy 2030 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 differences in our 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. This will help 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 the University's Advancing Melbourne strategy.



How to Apply

Please submit your application with your resume and cover letter telling us why you are suitable for the role through the University's website: jobs.unimelb.edu.au/caw/en/listing.

If you would like to learn more about the role, please contact Bridget Metherall on +61 3 9035 6091 or via email bridgetm@unimelb.edu.au

Advancement at the University of Melbourne is a place you can grow. And your development is our priority. So, if you're looking for an organisation that cares about your growth and development, invests in training, and helps you learn and progress, join us!

Thank you
for your
consideration



THE UNIVERSITY OF
MELBOURNE

UniMelb On-Demand



Get to know us better
in your own time