

POSITION DESCRIPTION

Position Title	Advancement Services Officer		
Organisational Unit	Advancement and Alumni		
Functional Unit	Education and Innovation Portfolio		
Nominated Supervisor	Donor Relationship Manager (Melbourne)		
Higher Education Worker (HEW) Level	HEW 6	Campus/Location	Melbourne
CDF Achievement Level	1 All Staff	Position Number	
Employment Type	Full time, Continuing	Date reviewed	November 2019

The position will only be open to Australian Aboriginal and Torres Strait Islander applicants

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and / s 12 of the Equal Opportunity Act 2010 (Vic) and s 8(4) of the Charter of Human Rights and Responsibilities Act 2006 (Vic)

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer & Deputy Vice-Chancellor (Administration)
- Deputy Vice-Chancellor (Research)

- Deputy Vice-Chancellor (Education and Innovation)
- Deputy Vice-Chancellor (Coordination)
- Vice President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

ABOUT THE EDUCATION AND INNOVATION PORTFOLIO

The Education and Innovation portfolio is responsible for educational strategy and programs in the University that center on students, learning and teaching as well as the Vice-Chancellor's areas of innovation focus.

The Deputy Vice-Chancellor (Education and Innovation), supports the Vice-Chancellor in providing leadership to:

- First Peoples and Equity Pathways
- Library
- Learning and Teaching Centre
- Office of Student Success
- Strategic Partnerships and Executive Education
- ACU College
- Advancement and Alumni
- Education Pathways and ACU Centre of Languages
- National School of Arts (Innovation, Strategy, and Academic Culture)

ABOUT THE ADVANCEMENT AND ALUMNI UNIT

The Advancement and Alumni unit develop relationships and partnerships with alumni, donors, Catholic stakeholders, charities and organisations aligned closely with the ACU Mission that deliver strategic benefits to students, teaching, research and community engagement activities. They provide advice to key stakeholders and deliver a program of fundraising and alumni engagement that supports the University's objectives and advice and support for the outbound sponsorship program.

The team is focused on raising funds for strategic programs, developing major giving strategies, amplifying alumni and philanthropic impact stories and enhancing external relationships for the University. They are a gateway to the graduate community, promoting mutually beneficial professional and personal enrichment opportunities to alumni, celebrating their achievements, and encouraging a culture of volunteerism.

POSITION PURPOSE

The Advancement Services Officer coordinates a variety of activities which support the Advancement and Alumni unit's strategic and operational engagement with donors and key stakeholders. This will include administrative support, communications, donor stewardship, maintaining and ensuring data integrity and assisting with events that engage and recognise our diverse philanthropic partners.

The position is responsible for administering and promoting core advancement and philanthropy initiatives, supporting the advancement team, providing front-line customer service to donors and developing relationships across the University with faculties and internal stakeholders to identify opportunities to engage the growing base of donors and supporters.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence
- ACU Reconciliation Action Plan

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key Responsibilities

Key responsibilities specific to this position	Relevant Core Competences (<u>Capability Development Framework</u>)	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Supports key elements of the national advancement strategic plan and office which will include administrative functions, donor communications and stewardship, database integrity and maintenance, and events.	<ul style="list-style-type: none"> • Apply Commercial Acumen • Be Responsible and Accountable for Achieving Excellence • Communicate with impact 				✓
Update and maintain donor data on the CRM in a consistent and logical manner, meeting Advancement procedures and priorities Provide advice and recommendations on data and information to inform best practice donor engagement and share best practice with the Advancement and Alumni team.	<ul style="list-style-type: none"> • Collaborate effectively • Be Responsible and Accountable for Achieving Excellence 				✓
Assist with donor communications including coordinating input for donor impact reports, donor proposals, donor appreciation letters, website content, collateral and administrative tasks associated with dissemination of communications. Liaise with key areas of ACU including Marketing and External Relations (MER) to ensure that culturally inclusive communications and collateral are sent in a timely manner. Liaising with Faculties around prize and award recipients. Assisting finance support activities where required.	<ul style="list-style-type: none"> • Collaborate effectively • Communicate with impact • Be Responsible and Accountable for Achieving Excellence 				✓

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		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Support the sourcing and ordering of marketing collateral and merchandise for advancement activities as required.	<ul style="list-style-type: none"> • Collaborate effectively • Deliver Stakeholder Centric Services 	✓			
Coordinate a program of projects, events and activities that progress engagement with donors including donor appreciation events, donor/prospect engagement events, assisting with briefings and donor/future donor research.	<ul style="list-style-type: none"> • Collaborate effectively • Deliver Stakeholder Centric Services • Communicate with impact 				✓
Field enquiries from donors, future donors and key stakeholders in a timely manner, including incoming enquiries from the advancement inbox and phone line.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Deliver Stakeholder Centric Services 				✓
Assist with supervision and support of casual staff and arrange work schedule by liaising with colleagues on their requirements and priorities as required.	<ul style="list-style-type: none"> • Coach and Develop • Be Responsible and Accountable for Achieving Excellence • Collaborate effectively 	✓			
Support the National Manager Advancement and Alumni in the administration of the ACU sponsorship portfolio and in other capacities as required.	<ul style="list-style-type: none"> • Be Responsible and Accountable for Achieving Excellence • Collaborate effectively 				✓

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Ensuring successful engagement of donors and philanthropic partners within the University community within the context of limited available resources.
- Increasing the University's base of donors and philanthropic partners in a sustainable manner in a crowded, competitive and busy marketplace.
- Balancing multiple and competing demands.

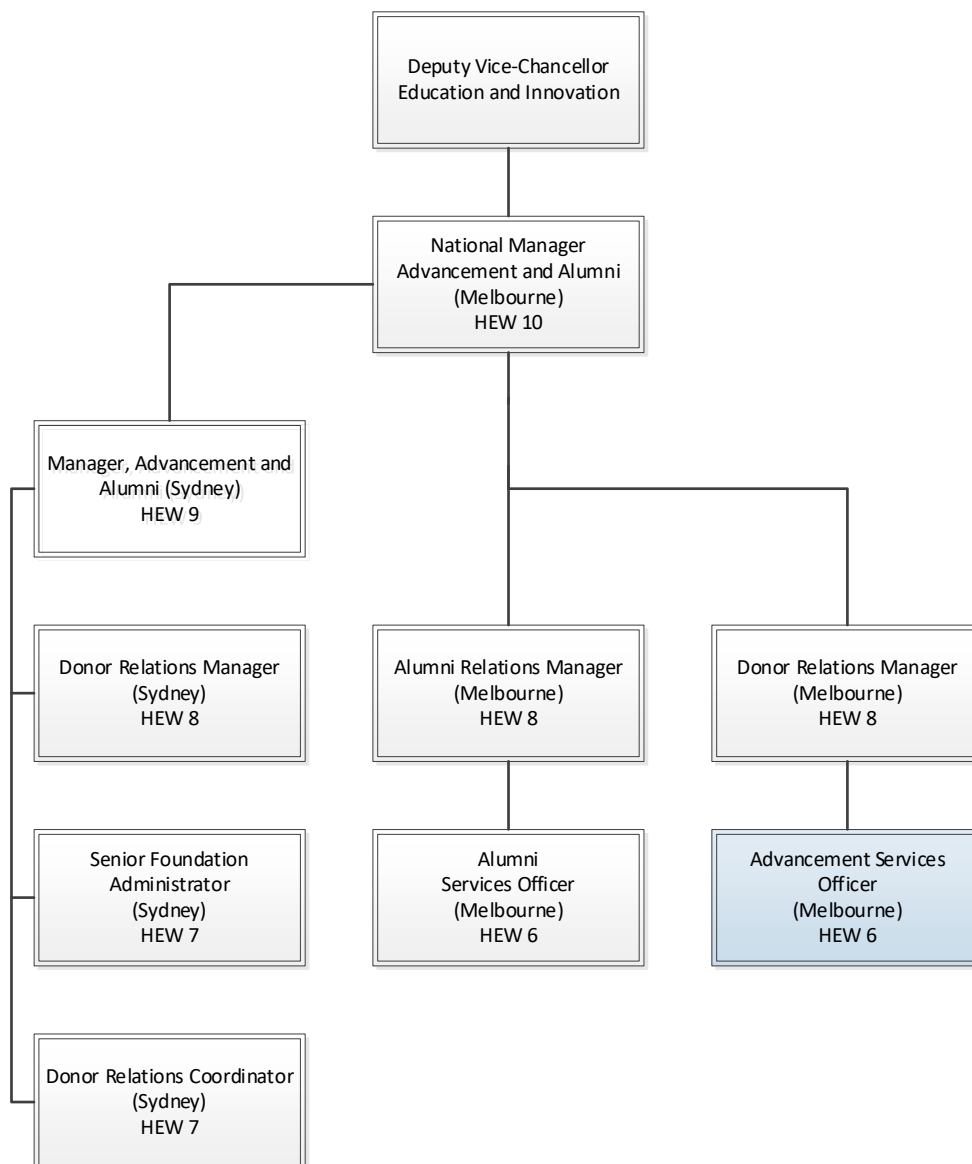
Decision Making / Authority to Act

- The position holder makes recommendations on donor relation functions, CRM management and event and communication management and efficiencies to the Donor Relations Manager.
- The position holder provides advice and recommendations in relation to donor relations matters.
- The position holder provides supervision and support to casual staff members as required.

Communication / Working Relationships

- The position holder will be required to communicate with internal staff within the University and external stakeholders in the delivery of local and national programs and activities.
- The position holder assists with donor communications and fields enquiries from donors, future donors and key stakeholders of the University.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Identification as Aboriginal or Torres Strait Islander. Australian Catholic University considers that being of Aboriginal or Torres Strait Islander origin is a genuine occupational qualification for this role.
2.	Completion of a relevant University degree with subsequent relevant experience, or an equivalent combination of relevant experience and/or education / training.
3.	Demonstrated project management skills, including the ability to operate effectively in a complex and political environment, coordinate multiple projects in high pressure conditions and solve problems in an innovative and creative manner.
4.	Demonstrated experience in supporting, and in some instances, coordinating a range of culturally inclusive events and programs.
5.	Experience in developing culturally informed marketing communications content for a range of channels eg: web, eDM and social media.
6.	Expertise and knowledge in the operation of CRM, CMS and email marketing systems and proficiency in a wider range of computer applications (particularly Microsoft Excel).
7.	Excellent oral, written and interpersonal communication skills with strong attention to detail and time management and a focus on client service.
8.	Demonstrated ability to coordinate high level activities and support high level roles with administrative and financial functions.

Core Competencies (as per the Capability Development Framework)

9.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
10.	An ability to provide a stakeholder centric service and keep service excellence as a top priority.
11.	Demonstrated ability to work collaboratively with stakeholders internal and external to the organisation to capitalise on all available expertise in pursuit of excellence.

Other attributes

12.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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