

# Rewarding careers at Melbourne

Candidate Information Pack



Donor Relations Officer, Donor Relations, Advancement



# *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

*Ngairé Freeman*

Dear Applicant,

Thank you for your interest in the position of Donor Relations Officer, Donor Relations.

We believe this is the most exciting Donor Relations Officer in Australia 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 Donor Relations space is innovative, cutting-edge and transformative. We welcome your fresh insights to expand on this great work.

We are looking for a Donor Relations Officer who will support Donor Relations Managers to develop and deliver communications, programs and activities that nurture meaningful forms of engagement that result in donor loyalty and retention, strengthening relationships between the University and its donors. Donor Relations Officers will be responsible for leading the stewardship of student awards and scholarships in addition to supporting the Donor Relations Managers with operational planning and customer service tasks.

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,

**Ngairé Freeman**

Donor Relations Manager

*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 Donor Relations Officer, Donor Relations to join our successful and rapidly expanding Advancement team.**

The Donor Relations team is part of the Development team within the University of Melbourne Advancement unit. The Donor Relations Team is responsible for the development and implementation of the University's Donor Relations strategy and activities.

As a shared service, the Donor Relations team designs and delivers individual and cohort-based donor engagement activities and programs with the objective to inspire donors to give more generously and more often, in line with the priorities and objectives of the associated fundraising programs. The team is responsible for a pan-University service model for donor engagement across the pillars of gift acknowledgement, recognition, engagement, and impact communications and reporting, to enable an outstanding and consistent experience for all philanthropic supporters of the University.

The Donor Relations Officer, Donor Relations will support Donor Relations Managers to develop and deliver communications, programs and activities that nurture meaningful forms of engagement that result in donor loyalty and retention, strengthening relationships between the University and its donors. Donor Relations Officers will be responsible for leading the stewardship of student awards and scholarships in addition to supporting the Donor Relations Managers with operational planning and customer service tasks.





# Job description:

## Key duties and responsibilities

### Role

Donor Relations Officer

### Location

Parkville Campus, Melbourne, Australia

### Salary

UOM 6 with \$96,459 - \$104,413

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

Donor Relations Manager

### Direct budget accountability

0

### Direct reports

0

### Key internal relationships

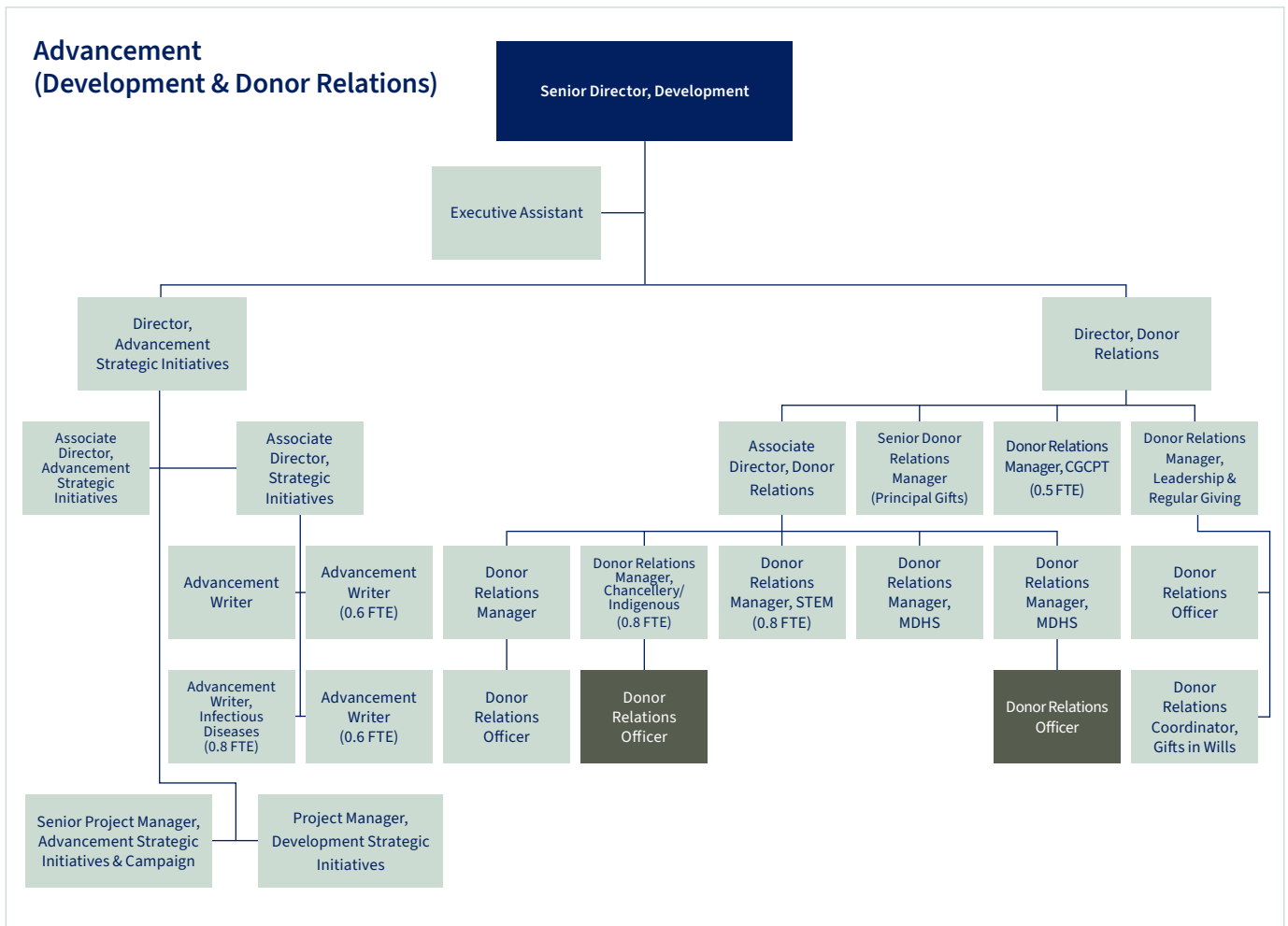
This role has a moderate level of autonomy and there must be a close and trusted working relationship with Donor Relations Managers and wider Donor Relations teams, as well as relevant Faculty stakeholders such as researchers and relationship managers.

The incumbent will be required to liaise across the University, as well as with external stakeholders

### Key criteria for success

#### We are looking for someone who can:

- As part of the Donor Relations team, assist with the implementation of the University's donor relations strategy.
- Prepare high-quality and high-impact donor communications, including gift acknowledgment letters from Faculty and University leadership, donor impact reports to connect supporters with the impact of their giving, ad hoc donor correspondence, and event materials.
- Lead the stewardship of donor-funded student awards and scholarships, providing impactful written reports and coordinating opportunities for donors to meet recipients.
- With the support of the Donor Relations Manager, where suitable, take a lead role in delivering donor relations programs and projects for donors at all giving levels.
- Track, deliver and monitor stewardship requirements for unsolicited / donor-directed gifts to the University.
- Support the Donor Relations Managers in the delivery of bespoke engagement plans and meaningful experiences for the University's most significant donors.
- Support donor relations programming, communications, events, and continuous improvement projects.
- Monitor Donor Relations email enquiries and respond / triage where required, providing a high level of customer service.
- Provide event logistics support, as required for the Donor Relations team.
- Support the Donor Relations shared service with operational planning, workflow management and team coordination. Ensure that intelligence / data on individual alumni and cohort prospective donors', benefactors' and sponsors' interests, linkages and networks and involvement with the University is recorded, updated, and shared as appropriate on the Advancement Office's database to inform the University's corporate relations, enterprise and philanthropic activities.
- Other duties, as required by the Director, Donor Relations.



## Competencies required:

### Education/Qualifications

- Undergraduate qualifications in a relevant discipline and/or an equivalent mix of education and relevant fundraising, donor relations or customer service experience or an equivalent combination of relevant experience and education/training as per the current Enterprise Agreement classifications.

### Knowledge and skills:

#### Experience and knowledge

- Excellent written communications skills, including a high level of accuracy and attention to detail with the ability to draft, edit and proof communications materials.
- Skills in project and program management, including a demonstrated capacity to deliver projects and programs within time and on budget.
- Skills in manipulating and analysing data as it relates to the delivery of donor programs and activities.
- Excellent organisation and time management skills with the ability to plan and prioritise tasks, including ability to work under pressure and to tight deadlines.
- Experience in stakeholder management with the ability to effectively build networks and liaise with a wide range of internal and external contacts.

- Ability to work autonomously, follow policies and procedures and understand how they are applied across a complex structure, be self-motivated, problem-solve within own task responsibilities and take proactive ownership towards achievement of results.
- A strong team player demonstrating flexibility, adaptability, reliability as well as enthusiasm and positivity.
- Proficiency in a range of computer applications, including the Microsoft Office suite and complex CRMs.

#### Desirable

- Experience using Adobe InDesign to produce high-quality communications materials will be highly regarded

# 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 send us your resume and cover letter telling us why the role interests you and how your skills and experience align with the position.

If you would like to learn more about the role, please contact Ngaire Freeman on +61 401 104 386 or via email [ngaire.freeman@unimelb.edu.au](mailto:ngaire.freeman@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