

Details

Area	Vice-Chancellor's Portfolio
Team	Deakin Advancement
Location	Melbourne Burwood Campus / Geelong waterfront Campus
Classification	HEW level 7
Manager Title	Donor Relations Manager

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Advancement team at Deakin focusses on building relationships with key stakeholders that make a real difference for Deakin's students, researchers, and communities. One of the great strategic strengths of philanthropy is the possibilities it gives to make a genuine transformation through education.

Philanthropy is a very important part of Deakin's history, present, and is an essential element to helping Deakin realise its future plans. Philanthropic support plays a critical role in driving new opportunity, innovation and excellence across education and research at Deakin, and has a real impact across the many communities we serve.

The role of Donor Relations is to enhance and deepen long-term, collaborative relationships with donors to Deakin and to provide direct connections between our donor's personal philanthropy and the mission, vision, and principles of the university. Our goals are to recognise donors in meaningful ways, and to involve donors in the impact of their giving.

The Donor Relations Coordinator is responsible for the strategic development and delivery of key activities specific to developing and maintaining strong and robust relationships with major gift donors through best practice donor relations of Acknowledgement, Recognition, Stewardship, and Engagement.

Reporting to the Donor Relations Manager the incumbent will:

- Effectively manage a designated portfolio of major gift donors to the University. They will partner with professional and academic colleagues to develop and implement a tailored and bespoke high-quality donor experience leading to increased donor engagement, retention, and ultimately, greater philanthropic support.
- Strive for excellence in building and maintaining successful donor relationships to encourage and promote repeat and increased giving understanding the unique motivations and interests of each stakeholder, actively listening to their concerns and feedback, and consistently delivering on promises.
- Navigate complex organizational dynamics and leverage these relationships to further the vision of the University.
- Strategically plan for and deliver through individual prospect plans bespoke annual engagement Donor Relations activities including concept development, scheduling, resource allocation and accountable management of successful execution and analysis of all activities for their portfolio.
- Manage and support the delivery of excellent donor relations activities including but not limited to impact reports, donor meet and greets, written communications, attending event engagements, milestone activities for your designated portfolio.
- Ensure accurate data of donor engagement is maintained through using the Deakin Advancement CRM – Deakin Blackbaud ARMS – in a timely and effective manner. Use reporting and insights available through Deakin ARMS, and associated systems, to drive efficient and effective donor relations practice
- Conduct and coordinate in person visits as appropriate with your donor portfolio for the purposes of stewardship of major gifts
- Seek feedback from donors regarding their satisfaction and perspective with their experience, respond to feedback with openness and transparency and seek to identify ways to better service the donor.
- Develop and maintain effective relationships with internal and external stakeholders.

Accountabilities

- Distil the core issues from complex information and draw accurate conclusions and present logical arguments that address the core issues. Condense complex information and next steps into simple concise terms that others can understand.
- Draw on a diverse range of people, groups and resources to identify new ways of doing things and use knowledge of innovation principles to analyse current processes and practices.
- Establish and demonstrate a high level of learning, energy and commitment and welcome feedback from others and use this feedback to improve learning.
- Prioritise work and critical activities, evaluate progress, identify relevant solutions and select the most appropriate from the range of alternatives. Challenge existing processes by formulating creative and inclusive alternative solutions and benefits.
- Identify situations in which change is needed and understand and communicate the reasons for the change. Implement change through appropriate channels and overcome obstacles to change.
- Give balanced, constructive feedback that takes in to account individual capability and supports team performance. Ensure team members responsible for implementing work priorities have role clarity, the authority to act and feel empowered and supported to act. Implement strategies to promote positive emotional wellbeing across the team.
- Actively seek feedback from donors regarding their satisfaction with their interaction with the University. Respond to feedback with openness and transparency and seek to identify ways to better service the donor.
- Build new relationships with key and influential individuals both within and outside the University.

Selection

- A Degree with at least five years substantial subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Experience in fundraising environment. Solid understanding of donor development process of acquisition, cultivation, solicitation and stewardship.
- Experience with Donor, Alumni, Student, HR or similar complex relationship management databases.
- Experience working in an environment which dictates high standards of autonomous project management.
- Demonstrated experience in building deep and trusting relationships with a variety of stakeholders, ideally in a philanthropic setting.
- Experience/proficiency in InDesign (essential)
- Experience working in higher education or in a larger complex organisation (preferred)

Capabilities

- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Navigates Complexity** makes sense of complex issues and responds insightfully.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position will require the incumbent to travel, including travel within Victoria.
- This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.