

POSITION PROFILE

Donor Relations Manager

Office of Advancement

Position Number	5213
Position Classification	Professional Level 8
Location	Casuarina Campus
Reporting to	Vice President, Community Connections
Special Provisions	<p>The Donor Relations Manager may be required to work outside standard office hours, and leave may be restricted during busy periods.</p> <p>The position requires specialised training in the Raiser's Edge fundraising and alumni management software.</p> <p>A National Police Check and NT Working With Children Check are required</p>
Required/Desired Qualifications	A degree level qualification with subsequent relevant experience in Advancement or other relevant discipline such as not-for-profit management, communications, business management or marketing.

Purpose of the Position

The purpose of the position is to activate relationships outside the University with donors and potential donors so that those people can be connected to CDU's vision to *be Australia's most connected University by being courageous and making a difference in the Northern Territory, Australia and beyond*.

The Donor Relations Manager will support the Vice President, Community Connections in developing and managing donor engagement, stewardship and fundraising strategies that grow University income.

This includes maintaining relationships with individuals and organisations who financially support the University, including scholarship donors; and identifying potential donors.

The position also includes managing and growing CDU's bequest program; managing scholarships; the production of key communication documents relevant to the donor community; and overseeing the submission of Philanthropic grants.

The Donor Relations Manager will work closely with the Alumni Manager, Manager of Advancement Services and other team members in Community Connections.

Duties

Donor Stewardship

- Manage stewardship and recognition programs for donors, providing excellent relationship management.

Occupational Category		Industry Subdivision	
Industry Class		Manager Category	

- Recommend to the Director appropriate cultivation and solicitation strategies and timing for donor/prospect visits, debrief and manage follow up activity.
- Develop a strategy and build a pipeline of donor prospects from both within and outside CDU's existing donor pool.
- Develop cultivation, stewardship, and solicitation strategies for donors and prospective.
- Work closely with the Alumni Manager on strategies for Alumni to become donors.
- Develop and Manage donor budgets, resources and key deliverables.
- Collaborate with team members to ensure the timely and accurate completion of donor correspondence such as gift receipts and acknowledgements.
- Develop relevant communication products for donors.

Scholarship Management

- Manage relationships with Scholarship Donors to ensure positive relationships are maintained.
- Manage the development of new scholarships proposals and renewals.
- Liaise with Faculties and other business units to ensure Scholarship proposals meet the strategic objectives of the University.
- Prepare and deliver Scholarship Reports to donors in a timely manner.

Bequest Management

- Build and deliver the overall organisational bequest strategy with the aim of increasing bequest income.
- Identify opportunities to proactively promote the bequest program both internally and externally.
- Develop and implement initiatives to identify, cultivate, solicit and steward bequests.
- Respond to all bequest enquiries and develop donor communications to confirmed bequestors.
- Develop relevant communication products to attract future bequests.

Submission of Philanthropic Grants

- Oversee the submission of Philanthropic grant applications, prepared by the Donor Relations Officer.

Knowledge and Proficiency

- Develop the strategy and Implement campaigns to develop support for the University.

Administration

- Use the relations management database (Raiser's Edge) to lead and maintain the University's relationships with its external stakeholders.
- Provide database reports and analysis
 - Work closely within the Community Connection portfolio, including identifying shared priorities and supporting other staff members with leave coverage and/or high volumes of work.
 - Provide general team administrative and functional support as requested.

Key Selection Criteria

- A degree level qualification with subsequent relevant experience in Advancement or other relevant discipline such as not-for-profit management, communications, business management or marketing.
- Minimum 5 years of relevant fundraising experience or experience which demonstrates capacity to fundraise, preferably in education.
- Exceptional stakeholder management practices.
- Prior donor engagement and stewardship experience.
- Demonstrated ability to use initiative to meet challenges, including planning, implementation and reporting.
- Demonstrated outstanding verbal and written communication skills and an aptitude to apply different communication strategies in different contexts.
- A clear and confident communication style, which demonstrates institutional knowledge and integrity.
- Superior interpersonal and listening skills and the proven ability to develop and negotiate complex relationships and proposals in person and in writing with a diverse portfolio of donors.

Supervisory Responsibilities

This position holds formal supervisory responsibilities. As a supervisor, this position will undertake and be responsible and accountable for:

- Day to day leadership and development of the Donor Relations Officer.
- Ensuring all direct reports have completed all Mandatory training as required by the University.
- Probation periods being monitored and completed for each direct report in a timely manner.
- Ensuring an annual leave plan is developed and implemented for all direct reports and that annual leave balances are always held below 30 days.
- Ensuring leave bookings are accurately maintained and submitted in accordance with the Delegations (Administrative) Policy and relevant Staff Agreement/s.
- Engaging with direct reports to develop meaningful objectives and ensuring career development plans are established and recorded.
- Holding Performance feedback meetings on a regular basis (once per month minimum) with each direct report and providing feedback in a constructive and timely manner.
- Ensuring all delegations and responsibilities are undertaken in accordance with University Policies, Staff Agreements, and Delegations.

University Expectations

- Contribute to the efficient and effective functioning of their team or work unit to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours under the Code of Conduct – Staff, assisting team members if required, and undertaking other key responsibilities or activities as directed by one's supervisors.
- Demonstrate and promote the University Values, ensuring all workplace behaviour is appropriate in all workplace settings, proactively calling out inappropriate behaviour.
- Read, understand, and comply with all University policies and procedures.

- Undertake risk management and actively support and participate in the risk management processes adopted by the University, which include identifying, analysing, and evaluating risks that may impact the University.
- Work at and travel between other University campuses or to other locations occasionally as may be required during employment.
- Complete all mandatory training as required by the University.
- Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety, and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies, and programs.

Work Health & Safety

- Ensure all activities comply with WHS legislation and university policy & procedure.
- Implement & monitor risk management activities including, but not limited to, workplace inspections, incident/hazard investigation and follow-up, and implementation of risk controls.
- Analysis of WHS training requirements for staff, including the provision of training and monitoring of training to ensure completion and currency.