

Position Title	Donor Engagement Officer
Group/Portfolio	Advancement
Classification	HEW 5
Position Number	00060586
Reports To	Donor Engagement Manager
Employment Type	Continuing

1.0 Position Purpose

The Donor Engagement Officer works closely with the Donor Engagement Manager to enhance Griffith University's philanthropic engagement by supporting the implementation of a scalable and sustainable donor stewardship – providing high-level administrative, event, database, communications and process driven support to achieve the University's fundraising goals. This position also provides support to university-wide fundraising initiatives such as the Annual Appeal and the Staff Giving Program.

This role involves a combination of administrative and internally focused support as well as external engagements with donors and potential donors. Your role will be part of the team who are dedicated to supporting Griffith University's donors in addressing complex local and global challenges, leveraging your skills and experience to foster meaningful philanthropic engagement.

2.0 Eligibility Requirements

- Completion of an associate diploma with relevant work experience or an equivalent combination of relevant experience, and/or education and/or training.

3.0 Key Responsibilities

- Coordinate the production of donor acknowledgements to ensure accurate, compelling and effective messaging.
- Provide expert guidance and support to fundraisers on the effective use of the CRM for managing donor engagement, to ensure consistent and accurate data quality.
- Provide responsive and exceptional client service and advice to existing and prospective donors, and be the first point of contact for donor enquiries utilising the publicised donor communication channels.

- Coordinate the preparation and delivery of high-volume stewardship reports, including scholarship and endowment reporting, ensuring timely, accurate and donor-centric content.
- Develop and implement highly curated, donor-specific stewardship, in-person engagements and events focused on the stewardship of existing major and principal gift donors, or the cultivation of prospects. This may include occasional out-of-hours work.
- Manage, organise and maintain donor recognition initiatives.
- Assume other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the Advancement portfolio.
- Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Demonstrate the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the 'Self' section of our [Capability Development Framework](#).