

Position Description – *Alumni and Advancement Operations Officer*

Updated 14/07/2026

POSITION DETAILS	
College/Portfolio	Portfolio of the Vice-Chancellor
Organisational Unit	Alumni and Advancement
Supervisor (Title)	Senior Manager, Alumni and Advancement Operations
Classification	Higher Education Officer level 4
Employment Type	Fixed-term, full-time

POSITION SUMMARY
The Alumni and Advancement Operations Officer will provide administrative and operational support, with a focus on maintaining accurate and complete data within Raiser's Edge and assisting a broad range of activities across Advancement and Alumni Relations. This role will work under general supervision and has no direct reports.

UNIVERSITY EXPECTATIONS AND VALUES
All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to: • demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence • demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <i>Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.</i>

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KEY POSITION RESPONSIBILITIES

The Alumni and Advancement Operations Officer is accountable for:

1. Data entry to maintain accuracy and completeness of records within Raiser's Edge (RE)
2. Support data reconciliation, record updates, gift processing and ongoing data maintenance activities to strengthen reporting, donor stewardship and prospect management capability
3. Provide administrative and operational support across Alumni and Advancement activities, including document preparation, meeting scheduling, event coordination and triaging external enquiries.
4. Support Alumni Relations engagement and event activities, including invitations, registrations, attendance tracking, logistics and post-event record management.
5. Provide broad project support at the direction of the Senior Manager, Alumni and Advancement Operations.
6. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a Certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in client relationship management database systems, preferably Raiser's Edge.
- Effective written and oral communication skills.
- Effective computer skills, including solid experience in Microsoft Word, Excel.
- An ability to juggle multiple tasks and support various activities and initiatives.
- Experience working in the higher education sector (*desirable*).



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