



MELBOURNE
GRAMMAR SCHOOL
AN ANGLICAN SCHOOL

Job Description

Position

Data Operations Manager

Reporting to

The Head of Development

Context of the Role

Founded in 1858, Melbourne Grammar School educates some 1,800 students from Prep to Year 12. It aims to develop fully within its students the 'whole person': intellectually, physically, emotionally, psychologically, socially and spiritually.

The School is organised into three campuses to meet the needs of different age groups. Our Junior School, Grimwade House (Prep to Year 6) is located in Caulfield and is coeducational with 650 girls and boys. The Middle School, Wadhurst (Years 7 and 8), and Senior School (Years 9 to 12) are in South Yarra and cater for 1,150 boys – day students and boarders.

The Community Relations Office oversees Admissions, Marketing and Communications, Alumni and Community Engagement, and Development, working collaboratively to ensure that the School is advanced through strong enrolments, positive informed communication, a connected engaged community and philanthropic funds.

The Development team works with a broad range of stakeholders whose investment as ambassadors, advocates, volunteers and donors are key to the School's long-term future, inclusive of:

- Alumni (Old Melburnians)
- Parents: current and past
- Staff: current and past
- Grandparents and friends
- Trusts and Foundations

The core responsibility of the Development team is to secure ongoing philanthropic investment that will continue to support the School. The Development team is professional and smart. Here, your work will be innovative and critical, valued and appreciated. Your passion, expertise and ability to drive business solutions will support high-level decision making which optimises, grows and transforms the overall business outputs of the team, and our positive contribution to an exceptional, holistic education.

Purpose of the Role

This role involves business processing and accounting, data integration and representation and problem-solving skills to drive business performance and respond to a broad range of stakeholder inquiries in clever and strategic ways.

Utilising local and external data sources, your responsibility will be to create, integrate, develop, test, and represent information models that play a key role in guiding business decisions. By delving deep into data, you will report, analyse, synthesise, and uncover trends and opportunities that shape both strategic and operational planning, ultimately maximising business outcomes.

You will use a variety of both simple and sophisticated tools to present your findings in a clear and comprehensible manner. This role is expected to own end-to-end data outputs on behalf of the Community Relations Office.

Key Internal Contacts

Director of Community Relations	Development Team
Head of Development	Director of Finance & Administration
Community Relations Office	Finance Manager
Information Technology Team	Finance Officer



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Key Responsibilities

- Manage the fundraising database (Synergetic).
- Ensure data integrity and consistency through analysis of existing data, identification of error trends, and resolution of data issues across core data sets, and ensure appropriate data management procedures and protocols are in place to limit future errors or issues.
- Manage the processing and recording of philanthropic donations to the School.
- Develop a suite of regular reports that analyse giving trends and inform planning – including participation of current parents, past parents, Council and Board members, Old Melburnians and friends; retention rates; pledge fulfillment; qualification rates; closure/conversion ratios; prospect numbers; and new gifts vs ongoing pledges.
- Produce best-practice Campaign board reporting in line with CASE Global Reporting standards.
- Use advanced skills in data visualisation (both text and numeric) to provide actionable recommendations and other reports which support business decision making.
- Develop templates for regular reports and dashboards and populate these on an as needs basis.
- Generate fundraising analytics and reports to support donor acquisition, upgrade, and retention campaigns, and provide relevant insights about program effectiveness and possible future areas for development.
- Develop and implement fundraising strategies including donor research and mass fundraising initiatives.
- Ensure all donor engagements are properly recorded and tracked in the database and report regularly on key indicators.
- Lead the design, development and delivery of strategic and tactical analytics for the Development team by collaborating with multiple stakeholders and seeking out new valuable data sources and drawing on existing data sources to develop insights, analyses, forecasts and reports.
- Assist in the delivery of fundraising events.
- Provide analytical reports and insights about fundraising campaigns, making recommendations about future activities.

Key Selection Criteria

You are a skilled business analyst, with a desire to be an industry leader, who proactively recognises and seizes opportunities. You pride yourself on your ability to provide solutions through a consultative approach that applies logical, creative, innovative and adaptable thinking. With a Keen eye for detail, you exhibit clarity and diplomacy through impactful communication, and apply ideas to implement and develop new procedures and systems.

Within this context you will have:

- Bachelor's degree in business information systems, or a relevant tertiary qualification or experience in a relevant field
- Values of excellence, integrity, responsibility, respect, and kindness.
- Strong interpersonal skills, with the ability to engage confidently with a range of colleagues and other key stakeholders.
- Strong understanding of SQL and PowerBI
- Advanced Excel skills (power query, pivot tables)
- Curious and business outcome-focused with an ability to break down a complex problem and work out how to solve it.
- A strong analytical and business-oriented mindset
- Ability to translate data conclusions into useful recommendations and to communicate the conclusions of sophisticated data analysis to non-expert audiences.
- Well-developed organisational and time management skills, with the ability to prioritise and manage competing deadlines
- Creation of specifications, designs and other documentation to enable development and automating of reports.
- Experience in one or more languages SQL / M-Language / VBA



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- Ability to access data stored in databases and interrogate it efficiently.
- Advanced PowerBI dashboard design and build skills (essential)
- Commitment to, and understanding of, the values and ethos of Melbourne Grammar School
- Must hold, or be willing to obtain, a current Employee Working with Children Clearance

Commitment to Child Safety

Melbourne Grammar School is committed to promoting and protecting the safety and wellbeing of all children and students within the School Environment. The School has no tolerance for child abuse and harm to children and students and takes proactive steps to identify and manage the risks of harm to students.

Particular attention is given to the child safety needs of Aboriginal and Torres Strait Islander students, those from culturally and linguistically diverse backgrounds, students with a disability, those unable to live at home, international students, and children and young people who identify as lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ+).

Melbourne Grammar adheres to robust human resources practices, in the recruitment, selection and screening of candidates, to ensure that individuals working with children are suitable. The school aims to identify and recruit the best and most suitable candidates who share the School's values and commitment to protect children and students.

All staff are responsible for understanding and applying Melbourne Grammar Schools Child Safety policies and procedures, upholding the overarching principles and values set out by the School and take all reasonable steps to promote and protect the safety of children and students.

All teaching staff are required to have a valid Victorian Institute of Teaching registration, or where appropriate, permission of the Institute to teach.

Risk Management, Occupational Health and Safety

Melbourne Grammar School is committed to providing a safe work and learning environment that supports the health, safety and wellbeing of students, staff, contractors, volunteers and our community.

Staff have a responsibility to:

- Familiarise and adhere to the School's practices and procedures in accordance with Melbourne Grammar's OH&S Policy and Risk Management procedures
- Co-operate with the School's efforts to comply with its legal obligations under Victorian OH&S legislation.
- Perform duties in a safe manner without risk to health and safety, adhering to the Schools system for reporting OH&S incidents and hazards

The purpose of this job description is to serve as a general summary and overview of the major duties and responsibilities of the position. It is not intended to represent the entirety of the position nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform other work duties not specifically listed herein. Melbourne Grammar School reserves the right to modify this job description in consultation with the incumbent depending on the operational needs and requirements of the School.