

Position Description

Senior Manager Donor Services

Position Details	
Position Title	Senior Manager Donor Services
Business Unit	Philanthropy
Location	Based at Mater Foundation, 620 Stanley Street, South Brisbane
Appointment Status	Full-time
Contract Hrs per F/N	76
Nature of Appointment	Perm
Incumbent	VACANT
Organisational Information	
Mater Foundation	<p>Mater Foundation links community and philanthropy to support the Mater Group in Health, Education and Research.</p> <p>We promote, engage and steward philanthropic support to fund clinical care, education and research for the prevention and treatment of disease in people of all ages.</p>
Business Unit	<p>The Philanthropy Team is focused on individual giving and is responsible for developing and maintaining relationships with individuals and business through:-</p> <ul style="list-style-type: none"> ➤ Major gifts ➤ Trusts and Foundations ➤ Corporate partnerships ➤ Internal philanthropic engagement, including Mater's Nursing and Midwifery Alumni program.
Purpose of the Position	
Primary Purpose	<p>The SMDS will construct, manage and improve support services for the fundraising activities of Mater Foundation with an emphasis upon high value relationships. These services include, but are not limited to: Moves Management implementation and reporting; donor prospecting; and prospect research.</p>
Key Expectations	<ul style="list-style-type: none"> ➤ Structured and consistent Moves Management practices will be embedded throughout the organisation ➤ Prospecting for new donors will be deliberate and focussed in an effort to build the Managers pool of high-value relationships ➤ Advocacy events and donor tours will be first-class
Key Relationships	
Reports To	Executive Director Philanthropy
Direct Reports	Executive Support Officer, Relationships Services Coordinator
Key Relationship	<p>This position will work closely with all fundraising teams, in particular: Director of Business; Data Support Manager; Senior Manager Donor Relationships; Senior Manager Philanthropic Engagement, Senior Manager Community Relations.</p>

Criteria for Appointment

Experience, Skills and Attributes	<ul style="list-style-type: none"> ➤ <u>Fundraising practice:</u> <ul style="list-style-type: none"> ○ Significant fundraising experience, with a proven track record of achieving strategic and operational objectives. ○ Moves Management practices and principles ○ Prospect research ➤ <u>Leadership skills:-</u> Ability to clearly and influentially articulate a vision, and encourages and supports others . Practices open communication, leads by example and effectively provides honest and constructive feedback. ➤ <u>Strategic approach:</u> Ability to comprehend the wider context and long term goals, and determine strategies and actions required to achieve these goals. ➤ <u>Management:</u> Ability to manage diverse teams with an understanding of applying contemporary human resource practices ➤ <u>Analytical skills:</u> Ability to analyse, research and evaluate information, identify trends and issues, and develop solutions. ➤ <u>Interpersonal skills:</u> Ability to liaise, influence and negotiate with all levels of staff and people in a wide range of business and community settings. ➤ <u>Presentation skills:</u> Ability to structure, engage, and present information clearly and interestingly to various audiences. ➤ <u>Computer skills:</u> Understanding of contemporary computer programs and fundraising data base software, specifically:- <ul style="list-style-type: none"> ○ Competent usage of MS Outlook (email and task scheduling) and MS Word (correspondence) ○ Previous experience and knowledge of use of database applications. (in particular fundraising databases)
Qualifications & Knowledge	<ul style="list-style-type: none"> ➤ Recognised qualifications in fundraising and/or appropriate discipline(s) ➤ FIA membership is mandatory for all MF fundraising employees on commencement of employment <p>Knowledge</p> <ul style="list-style-type: none"> ➤ A thorough understanding of contemporary fundraising practices ➤ An understanding of and commitment to philanthropy ➤ A sound knowledge of contemporary human resource management
Other	<ul style="list-style-type: none"> ➤ This position will require some out of hours work from time to time, such as attendance at fundraising events and related activities.

Version Control

Last Updated	December 2018
By	Lesley Ray
Reason For Update	PD update

Position Key Responsibilities & Outcomes

Purpose of the Position

Key Responsibilities	Key Outputs and Outcomes
Provide leadership, management and direction in the <u>identification of significant fundraising and positioning opportunities and initiatives</u>	<ul style="list-style-type: none"> ➤ Identify, evaluate and proactively respond to fundraising and positioning opportunities and projects – in the context of the strategic objectives and program plans within community fundraising. ➤ New opportunities are identified, recorded and evaluated to enhance current and future fundraising programs.
<u>Support and contribute</u> to the management functions and processes of the Mater Foundation <u>as a member of the Senior Management Team.</u>	<ul style="list-style-type: none"> ➤ Positively participate in and contribute to Senior Management Team meetings, and support Senior Management Team decisions. ➤ Identify and lead the development of organisational wide policies and strategies in collaboration with fellow members of the Senior Management Team. ➤ Maintain a thorough understanding of the short and long term objectives of the Mater Foundation. ➤ Displays willingness to assist others, shares knowledge openly, and cooperates and supports the team.
<u>Develop and maintain effective communication and working relationships</u> with key internal and external stakeholders These include:- <ul style="list-style-type: none"> ▪ Donors, community partners, community groups ▪ Mater Foundation team members ▪ Other Mater volunteers, staff, patients and visitors ▪ Service partners 	<ul style="list-style-type: none"> ➤ Adopt strategies and communication styles that foster trust and cooperation. ➤ Identify and develop strategic relationships key to the achievement of Mater Foundation's long term objectives. ➤ Lead and inspire internal and external stakeholders and motivate them to cooperate in the achievement of difficult objectives. ➤ Promote collaboration, teamwork and effective communication amongst staff, volunteers, service partners and supporters. ➤ Provide Prospect research service across the organisation ➤ Assist in the donor identification process and Moves Management across the organisation.
Maintain and uphold <u>database management and integrity</u>	<ul style="list-style-type: none"> ➤ Oversee that accurate, comprehensive and relevant donor records are maintained – with appropriate linkages, attributes and notes attached. ➤ Ensure MOVES Management Methodology is used methodically across the organisation and provide CRM user training as required. ➤ Acknowledgement and recognition of donation is relevant to the donor, relationship and circumstances of the donation.

Establish and maintain effective <u>self management and development strategies</u>	<ul style="list-style-type: none"> ➤ Initiate and participate in timely and effective performance development meetings with your manager. ➤ Engage in relevant learning and development opportunities and ensure return on investment is achieved and documented. ➤ Keep abreast of fundraising related developments across the not-for-profit sector by studying relevant literature, monitoring competitor activity and by actively engaging with professional bodies and / or relevant industry associations.
Comply with <u>workplace safety policies, practices and instructions</u> to create and maintain a safe work environment	<ul style="list-style-type: none"> ➤ Actively identify and report safety hazards and incidents immediately ➤ Demonstrate duty of care
<u>Positively contribute to organisational activities and office environment</u> , inclusive of involvement in meetings and other development requirements	<ul style="list-style-type: none"> ➤ You will be perceived by Mater Foundation colleagues as a staff member who has a positive and constructive contribution to the work environment and team activities. ➤ Attend and assist with Mater Foundation meetings and events as required.
Contribute to the <u>continuous review and improvement of systems and processes</u>	<ul style="list-style-type: none"> ➤ Contribute ideas and suggest new ways to improve efficiency and work unit outcomes. ➤ Maintain and promote a flexible and positive approach to changes in work situations.

Additional Information

- All positions are expected to promote, uphold and implement the mission, visions and values of the Mater Foundation and Mater Health Services.