

# Position Description

## Details

|                       |                          |                   |              |
|-----------------------|--------------------------|-------------------|--------------|
| <b>Job title</b>      | Partnerships Coordinator | <b>Team</b>       | Partnerships |
| <b>Reports to</b>     | Partnerships Manager     | <b>Job status</b> | Permanent    |
| <b>Direct reports</b> | Nil                      | <b>Hours</b>      | Full Time    |
| <b>Updated</b>        | March 2023               |                   |              |

## Our Vision and Mission

|                    |   |   |  |
|--------------------|---|---|--|
| <b>Our Vision</b>  | For every sick child to have the best possible health care, with access to world class research and clinical treatment in a healing environment |   |  |
| <b>Our Mission</b> | We help save children's lives and work wonders for sick kids and their families   |   |  |
| <b>Our Values</b>  | <b>Accountability</b>   | We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly           |  |
|                    | <b>Recognition &amp; Respect</b>  | We are respectful in all our interactions and committed to recognising others and valuing their contributions                           |  |
|                    | <b>Care</b>   | We care for everyone we impact – the children always come first   |  |
|                    | <b>Working Together</b>   | We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements |  |
|                    | <b>Excellence &amp; Innovation</b>  | We strive for excellence, encourage innovation and develop our skills to achieve our best   |  |

## Key Relationships

|                                       |  |
|---------------------------------------|--|
| <b>Primary internal relationships</b> | Partnerships Managers, Partnerships team, Finance team, Marketing team and Patient & Family Support team |
|---------------------------------------|--|

## Primary external relationships

Partners, suppliers, corporate and individual fundraisers

## The Person

|                              |  |
|------------------------------|--|
| <b>Qualifications</b>        | <ul style="list-style-type: none"><li>• A combination of relevant experience and/or education/training</li></ul>   |
| <b>Skills and Experience</b> | <ul style="list-style-type: none"><li>• Experience in support or administrative role within any fundraising team and/or similar industry</li><li>• Demonstrated ability to build and maintain relationships with a wide variety of stakeholders</li><li>• Demonstrated ability to provide administrative support and coordination across partnerships, relationships, events, and campaigns</li><li>• Demonstrated ability to meet deadlines with a high attention to detail, to work under pressure and establish priorities, with a commitment to quality outcomes and customer service</li><li>• Demonstrated experience using a CRM database to support fundraising activity</li><li>• Demonstrated administration skills, including being organised and detail orientated</li><li>• Demonstrated ability to manage suppliers and ensure appropriate outcomes are met</li><li>• Excellent oral and written communication, interpersonal and presentation skills</li><li>• Demonstrated ability to be a motivated self-starter, with a positive 'can do' attitude</li></ul> |

## Job Purpose

|                                |  |
|--------------------------------|--|
| <b>Primary purpose of role</b> | The Partnerships Coordinator is responsible for administrative support, coordinating a portfolio of engagement activities, to enable the Partnerships Team to grow existing partnerships, secure new high value partnerships, and enhance our position in the market. The portfolio includes corporate volunteering, workplace giving, events, networking, and outreach. |
|--------------------------------|--|

## Key Responsibilities

|                                      |   |
|--------------------------------------|---|
| <b>External Relationship Support</b> | <ul style="list-style-type: none"><li>• Triage all incoming enquiries from any business in relation to donations, partnerships, fundraising, volunteering, or workplace giving to ensure they receive excellent customer care as soon as possible</li></ul> |
|--------------------------------------|---|

- Undertake donor stewardship including phone calls, encouragement calls, site visits, thank you letters and certificates of appreciation
- Assist with authority to fundraise letters, raffle licensing processes and logo requests
- Assist with the processing of income and receipting
- Source prizes and in-kind donations as required
- Assist with general stewardship activities for the retention and growth of partners to grow Foundation income as required

### **Internal Operational Support**

- Assist with the coordination of marketing and communications activity in collaboration with the Marketing team and in-line with the partnership matrix
- Track and help troubleshoot Partnership team marketing and communications requests to ensure deliverables are achieved on time and within budget
- Identify opportunities for the Partnerships team to leverage marketing and communications activity through social media, media and PR
- Work with the Individual Giving team to identify and support areas for collaboration
- Liaise with the Research and Impact team to understand funding opportunities, reporting and acquittal requirements, to ensure they are achieved on time
- Ensure accurate and timely data entry of Partners information, reporting and analysis
- Coordinate volunteer support for the team including recruitment and oversight of administration volunteers as required

### **Event Support**

- Support the Partnerships Managers with coordinating all aspects of team with events including development, planning, operations, and logistics
- Support the RSVP process and recording of attendee data in the CRM
- Coordinate the day-to-day resources required to ensure the overall success of a corporate engagement event

### **Corporate Volunteering**

- Working predominately with Patient and Family Services, lead the planning, design and implementation of individual and team corporate volunteering activities for the Foundation
- Responsible for completing briefs, approvals, logistics, room bookings and processes to support recruitment of volunteers
- Responsible for ensuring OH&S, child protection and other compliance is met in relation to corporate volunteering
- Set-up, facilitation, and supervision of team volunteering activities on the day
- Key contact for skilled volunteering requirements within the Foundation and actioning these requests with the Partnerships team

- Volunteer support for the team including recruitment and administration of volunteers as required
- Support the RSVP process and recording of attendee data in the CRM

### **Workplace Giving**

- Coordinate the Foundation's workplace giving program
- Ensure all collateral and materials are in-stock and up-to-date
- Identify and pursue opportunities to expand workplace giving with prospective and existing partners
- Manage all incoming workplace giving enquiries
- Plan the Foundation's workplace giving month activities

### **Administration**

- Undertake general administration tasks including raising purchase orders, filing, tracking invoices, and maintaining registers
- Provide support across the team to update the CRM database, as required
- Assist in developing end of campaign reports that are accurate and provide insight into current operations

### **Work Health & Safety**

- Comply with and champion all Children's Hospital Foundation workplace health and safety policy and procedures
- Comply with all Children's Health Queensland policies and procedures, including infection control and room precautions
- Take reasonable care at work to ensure your own and others' safety
- Report all known or observable hazards

## **Competencies**

### **Problem Solving**

Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious

### **Informing**

Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information

### **Peer Relationships**

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers

### **Functional Technical Skills**

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment

**Organising**

Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner

**Action  
Orientated**

Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

## Other Considerations

The Children's Hospital Foundation is committed to child safety. The Working with Children (Risk Management and Screening) Act 2000 requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.