

Position Description

Details

Job title	Philanthropy Manager	Team	Philanthropy
Reports to	Head of Philanthropy	Job status	Permanent
Direct reports	Nil	Hours	Full-time
Updated	March 2023		

Our Vision and Mission

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

Key Relationships

Primary internal relationships	Philanthropy, Partnerships, Grants, Patient and Family Support, Marketing and Communications, Individual Giving and Finance teams
Primary external relationships	Donors, solicitors, clinicians, researchers and hospital administrators

The Person

Qualifications

- Appropriate undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training

Skills and Experience

- Minimum of four years' experience in a relationship management role with proven success with high-value income generation in either a not-for-profit or corporate environment
- High level experience of achieving significant long term and ongoing income growth through engaging and inspiring high net worth individuals
- Confidence moving Supporters along a journey, towards "making the ask" and the ability to confirm gifts of \$5K+
- Proven ability in facilitating discovery, cultivation, solicitation and stewardship of individuals
- Demonstrated experience securing and conducting donor meetings to achieve favourable outcomes
- Knowledge of, and experience in, developing a stewardship program for donors based on annual and cumulative value
- Proficient at writing impact reports, cases for support and proposals
- Demonstrated experience securing cash and pledged gifts from individuals, and confirming bequests from individuals and developing long-term relationships between the organisation and the individual
- Demonstrated ability in supporting groups of supporters, donors, and philanthropic committees
- Experience with curating and managing donor led events
- Excellent oral and written communication, interpersonal and presentation skills
- Ability to meet deadlines, to work under pressure and establish priorities, with a commitment to quality outcomes and customer service
- Excellent qualities in negotiation, tact, discretion and an ability to maintain confidentiality

Capabilities

- Ability to easily communicate with employees at all levels of the organisation

Job Purpose

Primary purpose of role

The Philanthropy Manager plays a critical role in the Foundation's philanthropy program, focused on securing gifts of \$1,000 + and maximising life-time value including securing gifts in wills. This role has 3 portfolios: mid value donors (\$1,000 - \$9,999); major donors (\$10,000+) and gift in will prospects and donors.

Key Responsibilities

Mid-value, major gift and bequests portfolios

- Work with the Head of Philanthropy to develop and implement an annual strategy for each portfolio
- Meet monetary fundraising goals, determined annually
- Use data insights to develop a pipeline of prospects for each portfolio
- Work with the Trust & Foundation Manager to develop a case for support on projects and programs requiring funding
- Develop and maintain annual donor strategies and workplans, including tailored communication and stewardship plan and tracking and monitoring prospects and donors through all phases: identification, cultivation, solicitation, stewardship and renewal.
- Meet key performance indicators for the cultivation, solicitation and stewardship of mid-value and major donors along with bequestors to the Foundation
- Meet growth targets and build the major gift pipeline annually
- Support the Head of Philanthropy manage the Sapphire and Philanthropy Committee's, their members, activities, and events
- Initiate personal interaction for the portfolios including visiting donors, inviting donors for hospital tours and other events to further embed the connection to the Children's Hospital Foundation mission.
- Solicit support through preparing highly compelling proposals and cases of support for meetings
- Personalise direct marketing communications to mid-value donors and build an ongoing relationship with donors, developing cultivation and stewardship plans for donors based on motivations of supporting.
- Provide strategic advice and support to the Head of Philanthropy and Chief Marketing & Fundraising Officer
- Work with the Individual Giving Manager to ensure Mid-Value and Bequest prospects and donors are marketed to through CHF Appeals and digital engagement plans are developed

	<ul style="list-style-type: none"> • Represent the Foundation at events, functions, and other engagement activities • Cultivate and steward close working relationships within the Foundation • Understand and follow the FIA code of conduct
Events	<ul style="list-style-type: none"> • Support and manage donor led events for HNI, supporters, prospects and manage follow-up activities to secure gifts • Plan and deliver a range of donor events from conception, briefings, and execution to post event evaluation including webinars, tours, breakfasts, dinners, galas, exclusive donor experiences • Support the Head of Philanthropy with delivering Committee events
Data Management	<ul style="list-style-type: none"> • Oversee fundraising campaigns and liaise with the Philanthropy Co-ordinator to analyse reports, statistics and other data to identify trends and improve fundraising strategies • Ensure data files and records are kept up to date in the CRM Management System • Ensure administration for gifts and future support is completed and in accordance with Foundation policies
Planning, Financial & Administration	<ul style="list-style-type: none"> • Responsible for budget and reforecasting in line with organisational strategy and planning • Responsible for managing expenditure and ensuring budgets are maintained • Responsible for developing regular and ad hoc management reports and undertake general administration tasks including, raising purchase orders, filing, tracking invoices and maintaining registers • Ensure that each point of contact is documented in the database with appropriate action where required
Travel & Out of Hours Work	<ul style="list-style-type: none"> • Attend programs and/or functions outside normal business hours as required
Work Health & Safety	<ul style="list-style-type: none"> • 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

Developing Direct Reports and Others

Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each person's career goals; constructs compelling development plans and executes them; pushes people to accept developmental moves; will take on those who need help and further development; cooperates with the developmental system in the organisation; is a people builder.

Timely Decision Making

Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; able to make a quick decision

Conflict Management

Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimal noise

Comfort Around Higher Management

Picks up on the need to change personal, interpersonal and managerial behaviour quickly; watches others for their reactions to his/her attempts to influence and perform and adjust; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly

Drive for Results

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.

Process Management

Good at figuring out the processes necessary to get things done; Knows how to organise people and activities; Understands how to separate and combine tasks into efficient workflow; Knows what to measure and how to measure it; Can see opportunities for synergy and integration where others can't; Can simplify complex processes; Gets more out of fewer resources

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.