



everyone's family

POSITION DESCRIPTION

General Information	
Position Title:	Relationship Manager, VIC/TAS
Function & Team/Program:	Corporate Partnerships
Location(s):	Melbourne
Manager's Position Title:	Senior Relationship Manager
Manager's Name:	Tiffany Loftus-Hills
Date Prepared:	07 February 2020
Prepared By:	Tiffany Loftus-Hills
Approved By:	David Sloan, National Manager Corporate Partnerships

Primary Purpose of this Position *(In one sentence - why does the role exist?)*

To retain and grow our existing Corporate partnerships to achieve agreed individual growth targets for The Smith Family.

Scope

Direct Reports to this Position

By Position Title

Nil

Indirect Reports

Total Number

Nil

Financial Dimensions controlled by this Position *(Include key financial metrics such as revenue growth, income & expense budget, etc)*

Direct control

- Revenue growth
- Sourcing non-financial contributions that reduce organisational bottom-line (pro bono and in-kind)

Indirect control

Nil

Other Dimensions of this Position

This role provides relationship management activity, knowledge and expertise to the Corporate Partnerships functional area as directed by the Senior Relationship Manager. These include:

- Effective use of on-boarding and account management plans for new and existing partners;
- Timely distribution of approved materials for regular, communication about partner benefits and opportunities;
- Provision of high level service standards for high-value partnerships in the TSF Tiered Partnership framework;
- Partners feel recognised and valued;
- Documentation and tracking of key activity measures; and

- Remaining abreast of new information and innovations in CSR partnerships.

Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work?	Daily, weekly and monthly
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Weekly, monthly & annually Due to the nature of the position, this role will have direct impact upon the workflow of others in the organisation, including activity relating to budgets and finance, establishment of new project milestones and other related team planning.

Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*

Internal	<ul style="list-style-type: none"> • Head of Strategy & Philanthropy • National Manager, Corporate Partnerships • Senior Relations Manager • Senior Business Development Manager • Business Development Managers • Relationship Managers • Communications and Marketing functional area • Policy & Programs team • Volunteering team • Regional Program Managers as needed • Villawood Recycling Operation
External	<ul style="list-style-type: none"> • Corporations, primarily Corporate Social Responsibility (CSR) teams, Corporate Affairs and Marketing departments • Relevant professional associations such as ACCSR, FIA, Pro Bono Australia

Key Decision Making in this Role *(What are the key decisions and recommendations made in this role?)*

Decisions Expected

Decisions related to:

- Income generation and management of individual portfolio
- Appropriate action to ensure effective relationship management and stewardship of existing corporate partnerships to high levels of partner satisfaction and, ultimately, to higher levels of giving
- Timing and content of partnership reviews and re-negotiation of MOUs or contracts

Recommendations Expected

Work in collaboration to:

- Adjust focus areas as needed
- Recommendations are required for all decisions noted above

Key Responsibilities / Accountabilities *(List the major areas from largest % of job to smallest)*

Major Area: Relationship management	% of Job: 95%
Develop and deliver on the organisation's objectives for sustainable partnerships and growth through:	
<ul style="list-style-type: none"> • Build and strengthen relationships with Corporate Partners within individual portfolio; 	

- Undertake and prepare timely partnership reviews and re-negotiation of MOUs or contracts, in consultation with the Business Development team;
- Develop and execute Partnership Agreements and annual engagement plans in collaboration with partners;
- Ensure effective, deep and multi-level engagement with partners, including participation in events, volunteering and pro bono support activities;
- Develop and present pitches / proposals to deepen engagement with partners, as well as expand or renew partnerships, in consultation with the Business Development team;
- Clear communication of TSF's value proposition and partnership model;
- Collaborate with the Business Development Manager's for timely transition of partners between Business Development and Relationship Management teams
- Collaborate closely with Programs, Volunteering, General Managers and Recycling Operation, and other stakeholders to meet Partnership Agreement requirements and identify new opportunities for growth; and
- Remain abreast of new information and innovations in CSR partnerships.

Major Area: Financial tracking and reporting

% of Job: 5%

- Regularly track donations and record partner interactions through Connect and other systems as required;
- Manage administration of transactions in line with set processes;
- Provide regular reporting to Senior Relationship Manager on agreed targets;
- Prepare other reports as requested; and
- Document and track of key activity measures.

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- Communicating effectively with internal and external stakeholders, with clear informed analysis of TSF opportunities
- Managing stakeholder expectations
- Retaining and growing existing corporate partnerships income

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

	Essential	Desirable
Education / Qualifications / Memberships:	<ul style="list-style-type: none"> • Tertiary qualifications in relevant discipline and/or demonstrable transferable skills in a similar or related role 	
Experience:	<ul style="list-style-type: none"> • Five+ years of fundraising experience in the NFP sector • Innovative approach to fundraising practice • Documented track record of meeting and exceeding financial targets by attracting new partners • Experience in pitching and presenting to senior managers or C-suite stakeholders • Experience with a Customer Relationship Management (CRM) database 	<ul style="list-style-type: none"> • Experience and knowledge of marketing and communications principles and practice • Awareness and understanding of Cause-related Marketing (CRM)
Competencies:	Essential	Desirable

	<ul style="list-style-type: none"> • Outstanding persuasive ability and communication skills • Strong relationship building and management skills • Excellent presentation skills • The ability to demonstrate alignment of the goals of the organisation in conjunction with the goals of prospective partners so that partnerships are sustainable and mutually beneficial • Broad-based knowledge of corporate giving and community involvement • Advanced knowledge of Microsoft Office suite, in particular Powerpoint and Excel • Commitment to professional learning and knowledge sharing 	<ul style="list-style-type: none"> • Competency with Microsoft Dynamics CRM • Collaborative, dynamic team player
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