

## POSITION DESCRIPTION

### CORPORATE RELATIONSHIPS COORDINATOR

#### OVERVIEW

<b>Program:</b>	Fundraising
<b>Reports to:</b>	Fundraising Manager
<b>Supervise:</b>	Corporate Volunteering Officer, volunteers if required
<b>Date of Last Review:</b>	September 2020
<b>Classification:</b>	Social and Community Services Employee Level 6 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme</b>	This role has been deemed eligible to participate in Scheme

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## PROGRAM INFORMATION

The Fundraising team manages all events, relationships with donors, fundraising appeals, community fundraising activities, donations to the Mission, bequests and corporate relationships.

The team is integral to the Mission, as it generates much needed funds to support operational activity that otherwise would not be funded.

The team is led by the Fundraising Manager who reports to the General Manager Business Development.

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## PURPOSE OF THE POSITION

Reporting to the Fundraising Manager, the Corporate Relations Coordinator maintains and develops relationships with corporates, corporate partners, and pro bono partners.

This role exists to deliver and maintain healthy corporate relationships for SHM. It does this by:

- engaging corporates in line with the Corporate Fundraising Strategy and budget.
- engaging corporates in line with the corporate donor portfolio.
- working closely with the Corporate Volunteering Officer to maximise the opportunities this program delivers.
- Assisting management and executive teams in the development and maintenance of pro bono support across the organisation.

## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Fundraising</b>	<ul style="list-style-type: none"> <li>• Plan, develop and implement corporate engagement and stewardship activities to meet and deliver on priority fundraising program outcomes.</li> <li>• Supervise and support the continuous improvement of SHM's Corporate Volunteering program.</li> <li>• Work collaboratively with Fundraising team to identify opportunities to increase income and exposure.</li> <li>• Grow the workplace giving program.</li> <li>• Identify key corporate partner prospects within our donor database and large roster of suppliers and plan how to engage them more deeply in our work.</li> <li>• Maintain up to date records using Raiser's Edge.</li> </ul>
<b>Pro bono engagement</b>	<ul style="list-style-type: none"> <li>• Plan, develop and implement pro bono stewardship strategies to meet and deliver on organisational strategy.</li> <li>• Assist in the management and improvement of the Mission's pro bono relationships and contracts.</li> <li>• Deliver transition and succession planning of pro bono support where required.</li> <li>• Work across SHM to identify further pro bono requirements.</li> </ul>

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<b>Stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Deliver and maintain a corporate and pro bono portfolio calling on Moves Management techniques to ensure we are stewarding key partners and companies appropriately.</li> <li>• Develop and deliver a reporting and updating structure for key relationships to highlight the impact of their support.</li> <li>• Develop and maintain strong working relations with service delivery teams across SHM in order to clearly articulate the need and match supporter to program.</li> <li>• Represent SHM at corporate and SHM events and deliver corporate stewardship in line with the current Fundraising Strategy.</li> <li>• Acknowledge and thank throughout the year with targeted communications and engagements, such as events.</li> <li>• Build strong relationships with key internal stakeholders in accordance with the organisation's values and staff values.</li> <li>• Whenever relevant, recruit and work with volunteers to support the corporate fundraising program.</li> </ul>
<b>Communications and Media</b>	<ul style="list-style-type: none"> <li>• Deliver corporate donor communications and assist with other relevant donor communications as required, including hand-written, personalised notes where possible.</li> <li>• Ensure corporate supporters/volunteers are welcomed, thanked and kept up to date with the work of the Mission.</li> <li>• Develop new collateral where required and ensure it is in line with the Mission's brand identity and values.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Deliver financial outcomes relating to the activities this role is responsible for, as outlined in the Mission's budget.</li> <li>• Monitor and evaluate stakeholder engagement activities, providing ideas for continuous improvement.</li> <li>• Support the Fundraising Manager to deliver regular income and expenditure reporting to the board.</li> <li>• Work closely with the Finance team to reconcile all corporate donations and ensure they are allocated correctly.</li> </ul>
<b>Team</b>	<ul style="list-style-type: none"> <li>• As a team player, support your colleagues throughout busy periods of activity, especially during appeals times and at events.</li> </ul>

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	<ul style="list-style-type: none"> <li>Contribute to a workplace environment that supports staff, volunteers, develops teamwork and ensures the provision of quality and innovative service for donors and corporate supporters.</li> <li>Attend and actively contribute to Fundraising team meetings.</li> <li>Prepare well for your regular supervision meetings with the Fundraising Manager and Corporate Volunteering Officer respectively. Use this time to collaborate, share ideas and grow both personally and professionally.</li> </ul>
<b>Health &amp; Safety</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia

## QUALIFICATIONS

Diploma level or above qualification in Fundraising, Communications or Marketing or equivalent experience would be beneficial.

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**KEY SELECTION CRITERIA**

- Solid fundraising experience, preferably in a corporate or relationships role.
- Demonstrated experience in building strong donor relationships and the positive results you have achieved as a result.
- Outstanding interpersonal skills, with a demonstrated capacity to work collaboratively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Experience in supervising another member of staff
- Strong verbal and written communication skills.
- Ability to work independently is key during possible extended periods of working from home.
- Ability to manage timelines and work to set KPIs
- Strong alignment with the values of Sacred Heart Mission.
- Experience in the use of Raisers Edge would be an advantage

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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