

Purpose

To support Starlight's growth by leading stewardship and engagement of NSW & ACT donors giving \$10,000+, contributing to state and national Philanthropy strategy and sharing responsibility with the National Philanthropy Manager for setting and achieving state budgets. This role combines donor relationship management, strategic input and mentoring to grow revenue streams, deepen supporter engagement, and ensure exceptional donor experiences.

Team

Functional Team: Fundraising & Marketing
 Direct Team: Philanthropy
 Works closely with: Philanthropy team, CEO and EA, Events and Partnerships teams.

Reports To

National Philanthropy Manager

Responsibilities

Donor Relationships and Engagement

- Manage a portfolio of NSW & ACT donors giving \$10,000+, cultivating, soliciting, and stewarding relationships to secure renewed and increased support.
- Identify opportunities to deepen engagement through tailored communications, impact reporting, acquittals and personalised stewardship.
- Work in partnership with the National Philanthropy Manager to set and deliver the state philanthropy budget, including forecasting and reporting.
- Maintain oversight of all philanthropy relationships within the state portfolio, ensuring donor engagement is coordinated, consistent, and aligned with national strategy

Collaboration with Partnerships & Events

- Collaborate with the Corporate Partnerships and Events teams to secure table sales, auction prizes, and donor attendance at Five Chefs Dinners.
- Provide proactive support to the Five Chefs Dinner Committee where relevant, building strong relationships and ensuring philanthropic input aligns with donor engagement strategy.
- Work closely with the State Partnerships Manager around State Advisory Board meetings, ensuring philanthropy perspectives are represented and donors are engaged appropriately.
- Collaborate with Events team to create and deliver bespoke donor events as appropriate, tailored to deepen relationships and build new major gift opportunities.

Strategy & Planning

- Contribute to the development of state and national Philanthropy strategies.
- Ensure alignment between state activity and national Philanthropy priorities, collaborating across teams to maximise outcomes.

Mentorship & Team Development

- Provide guidance and mentoring to team members where relevant, sharing expertise in donor engagement and strategy to build capability across the team.
- Support a culture of collaboration and continuous learning by modelling best practice and offering constructive feedback.

General

- Maintain accurate donor records in CRM (Microsoft Dynamics) and ensure timely reporting.
- Contribute to team-wide initiatives and support national fundraising campaigns as required.

Goals / KPIs

- Annual Income: Own delivery of the annual state philanthropy income target, demonstrating effective donor stewardship, engagement and retention.
- Financial & Data Integrity: Ensure accurate financial forecasting, reporting, and updates (Cosmos and Marketing Impact Chart) within agreed timeframes.
- Donor Engagement: Maintain regular, high-quality engagement with managed donors (minimum 4 touchpoints annually) and deliver timely, compelling and accurate impact reports that strengthen relationships.



Starlight brightens the lives of seriously ill children and young people

- Portfolio & Pipeline Growth: Demonstrate annual growth in the \$10k+ major donor portfolio and build a strong pipeline of prospective donors through strategic engagement, events (including new ones as appropriate), networks and targeted cultivation activities, aligned with targets set annually.
- Team & Strategic Contribution: Evidence of mentoring and coaching to build team capability, along with demonstrable contribution to the national Philanthropy strategy and a culture of collaboration.
- Achieve agreed philanthropy target for Five Chefs Dinners and contribute to the overall event fundraising target by proactively supporting the committee where relevant, leveraging donor relationships, and collaborating effectively with the Corporate and Events team.
- Quarterly goal setting and proactive approach to achieving set goals.

Strengths & Skills

- Excellent writing skills with ability to produce high quality funding applications and donor communications
- Strong interpersonal skills with ability to build meaningful relationships across a broad variety of backgrounds and to build rapport over the phone
- Confident and persuasive communicator, able to present Starlight programs to varied audiences
- Ability to anticipate, identify and meet donor needs and motivations
- Ability to collaborate effectively across teams, influence colleagues, and achieve results in the face of competing priorities
- Mentoring and coaching skills to support the professional growth of colleagues and build team capability
- Project management skills, including planning, budgeting, reporting, resource and time management
- Strong problem-solving skills and ability to take ownership of challenges and reframe setbacks as opportunities
- Ability to use CRM system to track income and implement processes that monitor and manage donor activities
- Highly organised with ability to manage a high volume of tasks simultaneously and prioritise time effectively

Qualifications

- Tertiary level education with at least 5 years' experience in a Philanthropy role
- Hold a valid Working with Children Check or be willing and eligible to obtain one prior to commencement
- Satisfy a National Police Check (Fit 2 Work)
- Provide professional referees

The Starlight Way

As a team member I will:

- SHINE in all that I do
- Embrace Starlight's philosophy, culture and commitment to Safeguarding Children and Young People
- Develop and maintain positive, respectful relationships with my colleagues and all Starlight stakeholders, respecting and encouraging diverse perspectives
- Lead and be accountable for my performance, goals and growth
- Be accountable for my personal safety and the safety of those around me
- Look after my mental health and wellbeing and look out for those around me
- Keep myself abreast of Starlight's policies and procedures and always be guided by them
- Record in Cosmos all interactions with families, volunteers, donors, supporters and suppliers (Hub-based team members)
- Effectively engage, support and utilise volunteers
- Participate in "Get Connected" each quarter
- Be a Starlight advocate

Safeguarding Children & Young People



Starlight brightens the lives of seriously ill children and young people

Starlight Children's Foundation exists to brighten the lives of seriously ill and hospitalised children, young people and their families. In every State and Territory of Australia we provide positive and enriching experiences that support their well-being and resilience. Our most important responsibility is to ensure Starlight Programs are provided in an environment that is caring, nurturing and safe for all children and young people.

You are required to share this commitment, including following our SCYP Policy, Code of Conduct and undertake the required training.

As a part of your duties and responsibilities, you are also required to:

- Report any suspicions, concerns, allegations, or disclosures of alleged abuse, by team members as well as external individuals to a SCYP Representative
- Report any breaches of policy by other team members, however minor, to a SCYP Representative
- Report to management any criminal charges or convictions you receive during your employment/volunteering that may indicate a possible risk to children and young people.