



Coordinator, Philanthropy & Grantmaking

Position Description

About Us

Australian Communities Foundation (ACF) is a non-profit, intermediary and charitable foundation working with hundreds of everyday philanthropists to support structured giving. We are currently home to more than 700 Funds and Foundations led by families, individuals, giving groups, and organisations, who together distributed \$30 million last year to communities across Australia.

We connect those who can give with organisations driving positive change. We do this by collaborating with various community organisations, and in parallel, working with a diverse community of donors.

- **Our Vision:** A thriving and inclusive Australia
- **Our Purpose:** We empower a vibrant community of philanthropists with Australia's best giving solutions, unlocking funds to create meaningful change for people, place, and planet.
- **Our Role:** We are Australia's only national community foundation, dedicated to making effective giving easy and accessible. Since 1997, we have supported, connected, and inspired a diverse community of givers to amplify impact, offering structured giving solutions, expert advice, and opportunities to give for a thriving and inclusive Australia.

How We Work

At Australian Communities Foundation, we make impactful philanthropy easy and accessible, working with donors and communities to drive positive social and environmental change.

Through our trusted donor-advised model, we offer flexible and effective ways to give. Our community can support the causes and organisations of their choosing, seek expert advice from our team, or collaborate with like-minded donors to amplify their impact.

We create opportunities for connection and learning, helping donors and changemakers share insights and ideas. For those seeking guidance, we provide tailored recommendations on causes aligned with their interests.

Since 1997, our giving community has distributed more than 12,000 grants totalling over \$220 million across a wide range of sectors. In addition, through our ACF Advisory services, we offer tailored support for families, individuals, small businesses, corporations, professional advisory firms, and other trusts and foundations – helping them take their giving to the next level.

Our Office

Our East Melbourne co-working space is home to a vibrant community of philanthropic groups united by a shared vision: funding and supporting positive change and development. Together, these organisations form our Community of Giving – a collaborative environment where ideas and impact thrive. We enjoy a welcoming space with regular social events that bring co-workers together to connect and share.

Position Purpose

Support members of the Fund Advisor community with their philanthropic activities to both build engagement and increase community impact. This is achieved through a range of administrative support, such as efficiently and accurately processing all grants, as well as other activities such as researching and exploring potential Fund Advisor engagement and granting opportunities.

Our Office

Our East Melbourne co-working space houses a dozen like-minded philanthropic organisations who share a vision for funding and supporting positive change and development. These organisations comprise our Community of Giving. Co-workers meet for social events and the space is dog friendly.

Reports to	Lead, Philanthropy & Grantmaking
Direct Reports	Nil
Position Type	1.0 FTE (hybrid: working from home and office)
Key Relationships	Internal: Philanthropy, Advisory and Fund and Client Service Team External: ACF Donors and grantees, NFP organisations, ACF Advisory clients

Key Responsibilities

- **Donor Journey & Tailored Advice (55%):** Act as a first point of contact for Fund advisors and provide a guided positive experience for their journey with ACF by responding to all enquiries with efficiency and kindness, escalating and delegating as required. This role will act as a Fund Steward to maintain and uphold relationships with key Fund advisors as delegated. All communication represents ACF professionally, confidently and in line with the ACF Code of Conduct and Lead, P&G expectations.

This role provides tailored advice to individual Fund Advisors and clients, guiding their philanthropic practice in line with Philanthropic best practice. All advice and recommendations made in line with Fund Advisor's brief, ACF values and training, backed by rigorous research and in line with compliance and regulatory requirements. Measured by attainment of team goals and positive donor and Philanthropy Lead feedback.

- **ACF Advisory (15%):** Provision of granting services to clients of ACF Advisory, providing granting administration for private foundations and other relevant services as required. Work collaboratively with the Philanthropy Team to deliver grant rounds in line with scope of work pitched and won. Positive completion of the intended process to brief, budget, to time, and to client and Philanthropy Lead satisfaction. Provide secretariat support to Advisory Clients as agreed and in partnership with Lead, F&CS.

- **NFP Liaison (15%):** Guide NFPs through their interactions with ACF to provide a positive experience for grantees and provide advice and guidance where appropriate.
- **Team Support (15%):** Support the Team with grant related administrative tasks as required in line with Standard Operation Procedures (SOPs) and ensure all are completed within agreed timeframes.

Detailed Responsibilities

Donor Journey and Tailored Advice

- Liaise with Fund Advisors to respond to or escalate frontline queries regarding their grant making and Fund management
- Work with Administrator to oversee due diligence and ensure compliance on grant requests
- Work with Philanthropy Team to deliver a quality end-to-end grant process for grantees, clients and Fund holders
- Work within approval processes and policies to table and process grants in a timely fashion, including grant administration and data entry
- Work with Manager and Lead to organise donors to collaborate and grant collectively, identifying relevant granting opportunities for Fund advisors in line with their interests and capacity
- Act as a Fund Steward and be the key contact for allocated Fund Advisors
- Facilitate grant-specific reporting to clients and Fund advisors and provide commentary when required and appropriate
- Write and communicate strategic and partnership grant opportunities with ACF Named Funds through ACF Advised communications
- Support the Marketing and Communications Team with content for e-newsletters, grant stories, reports and donor stories
- Undertake (or support) bespoke research against the Fund Advisors' brief and engage Fund Advisors in granting requests from the NFP sector
- Work with Fund Advisors to articulate and implement their grantmaking objectives with a view to best practice, informed by the Good Giving Toolkit
- Work with the office manager, to track event invitations
- Participate in fund meetings

ACF Advisory

- Support broader Advisory Team with client work as and when required, including meeting preparation and attendance and taking minutes
- Deliver other client services concerning grant programs and provide advice on best practice philanthropy as required
- Support the design and delivery of grant round processes, agreements and tailored correspondence when required, ensuring grant information is true and correct including scheduled and multiyear grant milestones
- Support the design and delivery of bespoke grant programs and grant rounds according to clients' brief including grantee liaison and communication
- Effectively support the management of grant round applications, evaluations and reporting on the Foundation's database (GLM). This may include evaluating grant round applications and facilitating selection meetings according to a client's service agreement
- Support the Advisory Team with governance and administration work related to the annual governance cycle of client Trusts and Foundations.

NFP Liaison

- Work with the Administrator to maintain the online Funding Platforms platform
- Field enquiries from potential grantees and provide information on current and relevant avenues for seeking funding through ACF
- Support the Administrator with providing guidance and trouble-shooting assistance for nominated grantees on issues such as Foundant access, auspice arrangements and reporting/receipting
- Engage Fund advisors in funding requests and engagement opportunities from the NFP sector such as sharing grant opportunities and event invitations

Team Support

- Provide excellent customer service and field incoming phone and email enquiries, prioritising and triaging with the ACF team
- Manage the shared grants inbox, prioritising and triaging with the Philanthropy team
- Support and deliver initiatives that engage donors in activities of the foundation and areas of need in the community, including events and communications
- Participate in ACF and sector events as appropriate
- Participate in team planning and strategy for processes, evaluation and reporting
- Provide training and support for ACF team members as appropriate
- Other tasks as required.

Key Skills and Experience

Essential skills and experience

- Experience in administration (prior experience inputting and recording data and processing data in workflow systems essential)
- Ability to work independently, soliciting guidance and direction from relevant members of the team when required
- Ability to multitask, manage time, set priorities, and meet deadlines
- Ability to apply information, problem solve and remain calm and supportive when handling queries or under pressure during periods of high workload
- Strong administrative and computer literacy
- Excellent customer service, relationship management and written and verbal communication skills with the ability to liaise with a broad range of internal and external stakeholders over phone, email and face-to-face
- Initiative, ownership and responsibility for workloads
- Ability to work flexibly and collaboratively
- Ability to problem solve and think critically
- Process orientated, high levels of accuracy and excellent attention to detail
- Sound understanding of basic business processes as they relate to CRM database management and general administration
- Proficiency with the Microsoft Suite of programs (min. intermediate level Outlook, Word, Excel, Powerpoint, Teams etc.)

Desirable skills and experience

- Experience coordinating open grant rounds
- Experience maintaining a CRM database

- A genuine interest in and understanding of the role of the civil society sector, not-for-profit organisations and philanthropy

Team Expectations

- Demonstrate ACF vision, values and culture in your daily work with a commitment to embodying ACF organisational culture and values
- Take a proactive role in promoting equality and anti-discriminatory practice
- Work in accordance with ACF policies and procedures
- Assist in maintaining positive workplace relationships by openly and efficiently communicating with Board, staff, volunteers, and external parties
- Participate in the ACF Performance and Development Review Process
- Be an active and supportive team member by demonstrating a willingness to help in all areas as required
- Participate in ACF events

Equity and Inclusion

The Australian Communities Foundation is committed to all aspects of equal opportunity, diversity, and inclusion in the workplace and to providing all staff and contractors with a safe, respectful, and rewarding environment.