



POSITION DESCRIPTION

Position: Partnerships and Philanthropy Coordinator (FCD.22)
Reports To: Philanthropy Lead
Classification: Band D

CANCER COUNCIL VICTORIA

Every year, more than 39,000 Victorians will be diagnosed with cancer, and nearly 12,000 will die from cancer. The number of cases will increase as our population grows and ages. Survival will also improve as we get better at [early detection](#) and [treatment of cancer](#).

Since our establishment in 1936, [Cancer Council Victoria](#) has developed an international reputation for our innovative work in [cancer research](#), [prevention](#) and [support](#). As an independent, not-for-profit organisation, we play a leading role in reducing the impact of all cancers on all people.

Our people work and volunteer at Cancer Council Victoria to contribute to an organisation that makes a real difference in people's lives and is valued by the community we serve. In return we are proud to foster a culture that supports individuals to reach their full potential, in an environment that reflects our values of **Excellence, Integrity and Compassion**.

DIVISION AND BUSINESS UNIT SUMMARY

The **Fundraising and Communications Division (FCD)** is responsible for ensuring that Cancer Council maintains a visible, engaging presence in the community; and to inspire and activate support from Victorians.

Through a diverse revenue generation program, the Division works to ensure funds are raised to support the Cancer Council's work in line with the organisation's mission and values.

This is achieved through best-practice high volume direct marketing approaches; exceptional relationship management of high value supporters including major donors, charitable foundations, corporate partners and Gifts in Wills supporters; delivery of iconic fundraising events; and product sales and royalties through our retail arm.

The Division's ways of working enable our teams to move quickly, deliver ongoing value to our supporters and foster a culture of continuous improvement. We connect our cause and values to how we organise ourselves, and our work, to help supporters play their part in saving lives and reducing the impact of cancer.

The **Partnerships and Philanthropy Unit** is responsible for developing and implementing an effective relationship management approach with high value supporters to deliver significant and sustainable income to support the work of Cancer Council Victoria – working with major donors, charitable foundations, corporate partners and Gifts in Wills supporters.

POSITION SUMMARY

The Partnerships and Philanthropy Coordinator is responsible for the coordination and administration activities of the Partnerships and Philanthropy program. This role ensures exceptional customer service through supporting the Partnerships team in engagement activities and communications with supporters and prospects to help significantly grow revenue from major donors, charitable foundations and corporate partners.

Working closely with the Philanthropy Lead, this role will lead on specific engagement activities and events to support the acquisition and retention of high value supporters and partners ensuring they have a great experience contributing to the mission of Cancer Council Victoria.

RESPONSIBILITIES

Administration

- Produce personalised supporter communications including proposals, acknowledgements and receipts, program updates and impact reports.
- Manage the inbox on behalf of Partnerships and Philanthropy team, responding to internal and external enquiries in a timely manner.
- Ensure detailed and up-to-date supporter profiles are in CRM system, entering data in a timely manner.
- Ensure all information and communication with supporters is recorded in the CRM system in a timely and accurate manner.
- Engage with internal stakeholders to ensure supporters and funders receive timely and accurate reports and impact updates on the projects they are funding.
- Maintain supporter trust and confidentiality and ensure all supporter information is compliant with privacy legislation.
- Coordinate all invoice generation, pledge agreements and receipt processing for supporters, and liaise with the finance department to ensure accurate donation coding and formal financial acquittals.

Partnerships and Philanthropy Program Support and Project Management

- Support the planning, coordination and delivery of the activities to achieve the Partnerships and Philanthropy Unit strategy.
- Develop and project manage specific engagement activities to support the overall acquisition and retention of supporters for the Partnerships and Philanthropy program (i.e. engagement events, lab visits, EOFY major gifts campaign, annual review, impact report)
- Identify and establish efficient processes and tools for relationship management of major donors and partners.
- Develop and contribute to project briefs and evaluations, collaborating across the division to lead supporter engagement opportunities.
- Assist in the identification of current and prospective donors who are likely to support the organisation, complete research briefs as required.
- Coordinate meetings for the Partnerships and Philanthropy team and with key stakeholders and supporters, including diary management, room set-up and catering, etc.
- Support reporting and forecasting processes through the updating of moves management spreadsheet and circulation of dashboards.

Stakeholder and Supporter Engagement

- Work collaboratively within the Fundraising and Communications Division, and across the organisation to improve the supporter experience and strengthen their engagement with Cancer Council Victoria.

- Work collaboratively with colleagues in the Fundraising and Communications Division to ensure cohesive engagement and stewardship for shared supporters (i.e Gifts in Wills supporters, community fundraisers or direct mail donors)
- With guidance from the Philanthropy Lead, manage small portfolio of supporters.
- Represent Cancer Council at external meetings with supporters and at sector events, where appropriate.

Such other duties as directed and consistent with an employee's level of skill, competence and training.

KEY SELECTION CRITERIA

Essential Criteria

Qualifications, Experience, Knowledge and Skills

- Advanced Diploma in a relevant field or equivalent experience
- Demonstrated experience in a customer service, administration or similar role in either non-profit or a commercial environment
- Strong organisation skills, with an ability to work autonomously and the proven ability to meet deadlines
- Demonstrated project co-ordination and stakeholder engagement skills
- Experience of using CRM systems for strategic management of donor/customer engagement and development (Salesforce experience a benefit)
- Demonstrated ability to carry out duties professionally, with tact and diplomacy ensuring privacy and confidentiality requirements are maintained
- Demonstrated problem solving skills and the ability to take initiative
- Excellent written and oral communication skills
- Advanced skills in MS Office, including Word, Excel and PowerPoint

Desirable Criteria

- Experience working in a not-for-profit organisation

Special Requirements

- Non-smoker
- Right to work in Australia
- Satisfactory completion of National Police Check
- Willingness to occasionally work outside normal hours, for which time-in-lieu is provided.