

Philanthropy Engagement Coordinator

Position Description

**GREATER
MELBOURNE
FOUNDATION**

Reports to	Philanthropy Engagement Manager
Key relationships	Philanthropy Support Coordinator Marketing and Communications Coordinator Communications and External Affairs Manager Engagement Team Impact Team
Key Information	0.6-0.8 FTE, with flexible working hours Hybrid working requiring a minimum of 3 days in the office (Melbourne)

Our Vision

A just and equitable Greater Melbourne where communities thrive.

Our Purpose

We work together with communities so they can address their needs and remove the barriers to a just and equitable society.

Our Values

We act with humility

We are open and transparent; we show up as our true selves, speak honestly with respect and care for people and planet, we are humble and act with integrity. We demonstrate allyship, foster solidarity and value differences. We value real conversations and foster inclusivity, generosity and accessibility, so everyone feels seen, heard, and respected.

We are ambitious

We are ambitious for positive change; we innovate and strive for excellence and make things happen, because we understand the urgency of significant transformative change.

We are courageous

We lean into the unknown, take risks and embrace challenges, even when we don't have all the answers. We see uncertainty as an opportunity to grow, learn, and adapt.

We are curious

We acknowledge and value the expertise and wisdom of others and are open to feedback and learning. We approach every situation with an open mind and embrace a mindset of continuous improvement and learning.

The role

Position Description

The Philanthropy Engagement Coordinator supports the Philanthropy Engagement Manager to build and grow the Foundation's supporter pipeline, from first introduction through to committed, structured giving. The role designs and delivers the experiences, events and touchpoints that connect people to the Foundation, and manages a portfolio of relationships to keep supporters engaged, informed and moving through their giving journey.

This is a relationship-focused, coordinator-level role well suited to someone with a background in donor relations, fundraising or supporter/customer relationship coordination. Day to day, the role plans and runs supporter experiences (including events), stewards a portfolio of relationships, and connects people to the causes and impact they care most about, so that as more people engage with the Foundation, the pipeline behind community philanthropy keeps growing, as articulated in Strategy 2030.

Key responsibilities

- Work closely with the Philanthropy Engagement Manager in supporting the engagement and stewardship of existing and potential supporters to inspire higher giving and deepen supporters' connection to Greater Melbourne Foundation
- Manage a portfolio of supporter relationships, staying in regular, personal contact so each supporter feels known, valued and well looked after
- Match supporters to the causes, issues and stories that resonate most with their personal interests, so their giving feels relevant and connected to what matters to them
- Partner with the Impact Team to organise site visits, briefings and other experiences that give supporters a direct, first-hand view of the Foundation's impact
- Plan and deliver a calendar of supporter events and experiences – from introductory events to donor gatherings – managing logistics, guest lists and follow-up so each event has a clear purpose and next step
- Work with the Marketing and Communications Coordinator to plan and deliver materials that aim to acquire, uplift or retain engagement with the Foundation including appeals, impact reports, event invitations, follow-up communications and other supporter-facing content
- Keep supporters informed with timely, well-timed check-ins and updates across every touchpoint in their giving journey
- Maintain accurate, up-to-date supporter records in the CRM (Foundant), logging contact history, interests and pipeline stage for each supporter
- Gather feedback after events and touchpoints, and use it to refine future supporter experiences

Key selection criteria

- Experience in a relationship-focused coordination role – for example donor relations, fundraising, membership or customer/client relationship coordination – ideally, but not necessarily, in a purpose-driven or community-focused environment
- Demonstrated experience planning and delivering end-to-end experiences and events, including

logistics, guest management and follow-up

- Proven ability to build rapport quickly and manage a portfolio of relationships over time, moving people from initial contact to deeper, ongoing engagement
- Genuine interest in matching people to causes they care about, with the curiosity to understand each supporter's motivations and interests
- Strong written and verbal communication skills, with the confidence to represent the Foundation warmly and professionally with supporters, at events and across the organisation
- Data, systems and CRM management (ideally Foundant), with the ability to maintain accurate records, track engagement activity and use insights to improve engagement, participation and outcomes