

Position details

Position title	Strategic Relationships Manager		
Division	Support Impact	Department	Philanthropy & Grants
Emp type	Full Time	Classification	Non-Award
Reports to	EGM, Supporter Impact	Location	Milton Neuro Wellness Hub

Our organisation

For the past 60 years, MS Queensland has provided information, care and support to Queenslanders diagnosed with MS, and more recently, other chronic progressive neurological conditions. MS Queensland is the first choice for MS information, education, treatment, care and support across Queensland. Our experience, knowledge, understanding, and heart make us the first choice to support people living with MS and other chronic, progressive neurological conditions.

Our vision

Our vision is a world free from Multiple Sclerosis (MS) and its devastating impact.

Our purpose

Our customers are at the heart of everything we do. Our purpose is to help people living with chronic, progressive neurological conditions to get the best out of life; to advocate for change and to find a cure

Our values

We are passionate about our cause and embody the values of commitment, collaboration, community, and respect in our roles every day.



RESPECT

With integrity always



COMMUNITY

Connecting with shared purpose



COMMITMENT

Giving it your all



COLLABORATION

Together unleashing potential

DOCUMENT & VERSION CONTROL

Document name	PD – Receptionist/Facilities Support Officer		Approval date:	02/07/2026
Document owner	EGM, Corporate Services & Company Secretary		Scheduled review:	02/07/2028
Version number	1.0			

Position purpose

The Strategic Relationships Manager is responsible for developing, managing and growing high-value relationships that advance MS Queensland's strategic objectives, revenue growth and community impact.

Through the identification, cultivation, solicitation and stewardship of strategic partners, major donors, trusts and foundations, and prospective stakeholders, the role will generate the giving, engagement and retention outcomes required to support MS Queensland's supporter-funded programs, commitment to research and broader organisational priorities.

Working with Board and Executive Leadership and senior leaders across the business this leadership position will be integral in driving and leading our dedication to relationship fundraising and ensuring we remain the best at thank you and impact.

Key relationships

INTERNAL

- Key personnel within Corporate Services, Customer Impact, People & Culture, Service Impact and Supporter Impact.
- Lotteries & Donor Programs Manager
- Fundraising Campaigns Manager
- Executive Leadership Team
- Senior Leadership Team
- Marketing Team

EXTERNAL

- Consultants, suppliers, and service providers.
- Supporters

Key accountabilities

STRATEGIC RELATIONSHIP MANAGEMENT

- Develop and implement strategies to identify, cultivate, grow and retain strategic relationships that generate financial and community benefit for the organisation.
- Manage, attract and grow a portfolio of high-value stakeholders, partners, donors and funders willing to contribute to the organisation's mission.
- Build trusted, long-term relationships with senior leaders, executives, philanthropists and key decision-makers.
- Work with marketing to develop engaging and creative cases for support to share with prospects that demonstrate need and impact.

STRATEGIC PARTNERSHIPS

- Identify, develop and maintain mutually beneficial partnerships with businesses, government community organisations and strategic stakeholders.
- Act as the primary relationship manager for key strategic partners.
- Facilitate partnership or supporter opportunities that provide financial benefit and enhance organisational sustainability, profile and impact.
- Negotiate, influence and manage partnership agreements and engagement activities.

PHILANTHROPIC RELATIONSHIPS

- Lead and implement the major gift fundraising strategy, to achieve the required financial targets to fund research, capital and supporter funded (mission) programs.
- Build relationships with new and existing major donors, and trust and foundations with the focus on developing a portfolio of supporters who will give at the major gift level (\$5,000 and over).
- Work in collaboration with the Donor Relationship Specialist to identify prospective major giving donors from existing mid-value giving pipeline.

BUSINESS DEVELOPMENT AND GROWTH

- Develop and maintain a pipeline of prospective strategic relationships and donors.
- Research and pursue new partnership, funding and collaboration opportunities.

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- Lead prospect identification events such as Boardroom Lunch series
- Identify opportunities to expand the organisation's network and influence.

INTEGRATION AND CONVERSION OF SUPPORTERS

- Work collaboratively with the Supporter Impact Department to identify major donor and partner prospects and map donor journeys to steward new gifts.
- Create experiences and opportunities to introduce potential major gift supporters and partners to projects they are interested in funding

MONITORING AND REPORTING

- Track and report relationship management activity including identification, qualification, cultivation, solicitation, and stewardship of prospective and current donors to achieve revenue goals.
- Report on key program metrics to demonstrate program health and identify risks and opportunities.
- Generate ongoing reports to demonstrate as required by the General Manager Supporter Impact.

FUNDRAISING DATABASE MANAGEMENT

- Maintain database hygiene with regular database maintenance and develop a data strategy in line with propensity modelling objectives.
- Report on key program metrics to identify program health, risks and opportunities and use this information to develop ROI and business cases.

PERSONAL BOUNDARIES & ROLE LIMITATIONS

- Understand personal and professional boundaries and be clear of the responsibilities of the role.
- Acknowledge personal limitations and physical capacity prior to assisting in the delivery of MS Queensland activities.

CONTINUOUS PROCESS/SYSTEMS IMPROVEMENT

- Always embrace feedback and the value in continuous improvement of all aspects of your role and broader business processes to strive towards operational effectiveness.
- Provide collaborative advice, direction and support to the internal stakeholders as required to support the development of operational and strategic business objectives.

PERSONAL WORKPLACE HEALTH & SAFETY

- Actively participate in a culture of safety by promoting, and ensuring understanding of, and application of safe work practices amongst your team and colleagues.
- As far as reasonably practicable, ensure you eliminate risk to the health and safety of yourself and your workers by providing a safe work environment and appropriate safe equipment.
- Ensure that all work-related incidents and hazards within your area of control are reported, investigated, and controlled.
- Adhere to responsibilities as outlined in the MS Queensland Workplace Health & Safety policies and procedures along with actively participating in all safety initiatives.

OTHER DUTIES

- Capacity to perform any other duties associated with MS Queensland's business objectives as reasonability directed by appropriate personnel.

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Shared behaviours

Together unleashing potential

- Shares knowledge, information, and learnings appropriately and clearly
- Seeks out, encourages, and uses feedback with an open mind
- Coaches, supports, recognises, encourages, and mentors other appropriately and sensitively
- Builds and maintains quality interpersonal relationships through open curiosity
- Encourages diversity in ideas and innovative thinking

Giving it your all

- Pursues performance goals that are strategically aligned and consistently performs
- Builds on personal skills and knowledge
- Demonstrates resilience
- Operates with a sense of continuous improvement and self-reflection

Connecting with shared purpose

- Puts the community at the heart
- Considers others when making decisions
- Advocates for MS Queensland services
- Approaches work with optimism
- Puts wellbeing first
- Integrates customer and community feedback

With integrity always

- Is inclusive, supportive, and empathetic
- Effectively offers feedback and raises concerns
- Is open, honest, and consistent
- Appropriately shares information
- Behaves in accordance with the Code of Conduct

Qualifications & attributes



PERSONAL ATTRIBUTES

- Exemplary interpersonal skills, including effective listening, empathy and diplomacy, and the ability to build relationships within confidential and sensitive settings.
- Self-starter with proven ability to work independently and collaboratively in a team environment.
- Strong work ethic: energy, initiative, vision, and commitment.
- Emotional intelligence and great story-telling skills.
- An ability to inspire and engage others with our mission.
- Proven track-record in securing significant financial gifts.
- Proven experience developing strong relationships and converting opportunities from internal and external key stakeholder and donors.
- Experience in strengthening a growing relationship-based major gift program through cultivating, soliciting, and stewarding supporters.
- Demonstrated high level fundraising skills, including the ability to identify opportunities and implement innovative solutions.
- Experience in using databases to support and analyse donor's experiences.
- Experience in supporting the broader business unit in developing supporter relationships and achieving effective fundraising outcomes.
- Demonstrated negotiation and problem-solving skills that support cross-functional engagement.
- Ability to understand and abide by the MS Queensland's Code of Conduct and other relevant policies and procedures.
- Ability to prescribe to MS Queensland's mission, goals and organisational values.

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RELATIONSHIPS

- Excellent written and verbal communication skills, presentation, and interpersonal skills, including the capacity to liaise with individuals at all levels in a professional, confident, engaging, and timely manner.
- Desire to be out of the office meeting with potential donors.



RESULTS

- Be motivated, driven and solutions focused to achieve business vision and purpose.
- Ability to establish and meet significant budgets.
- Take an evidence-based, critical approach to decisions and fundraising strategy.



RESOURCES

- Demonstrated competence in computer applications (Microsoft Office Suite) and fundraising CRMs.



OTHER KEY REQUIREMENTS

- Compliance Screening: Must be obtained and held a positive clearance while engaged with MS Queensland. including:
 - NDIS Worker Screening Check (formerly Yellow Card)
 - Working with Children Check (Blue Card)
- Completion of NDIS Online Worker Training Module (prior to commencement).

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