

Position Description

Position:	Major Gifts Officer
Team:	Fundraising and Philanthropy
Reports to:	Fundraising and Philanthropy Manager
Location:	Hybrid
Date:	1 October 2026

Role Summary

Purpose of the role and scope:	The Major Gifts Officer plays a pivotal role in advancing the NORTH Foundation's philanthropic mission by identifying, cultivating, soliciting and stewarding donors capable of making transformational gifts of six figures and above. Working in close partnership with the Fundraising and Philanthropy Manager, this role is responsible for building and managing a portfolio of high-value prospects and donors whose generosity directly funds world-class healthcare research, clinical services and infrastructure across the Northern Sydney Local Health District (NSLHD). This is a relationship-centred role requiring strategic thinking, genuine curiosity about people, and the ability to connect a donor's values to healthcare outcomes that matter. The Major Gifts Officer will engage closely with NSLHD clinicians, researchers and hospital leadership to develop compelling cases for philanthropic investment across the full breadth of the NORTH Foundation's work.
Person profile:	The Major Gifts Officer is a relationship-driven, results-focused fundraising professional with a proven track record in cultivating and securing major philanthropic gifts. They bring strategic thinking and hands-on execution - identifying the right prospects, developing compelling cases for support, and guiding donors through a journey that culminates in a transformational commitment. The role requires demonstrated experience in major gift fundraising or high-value donor relations, ideally within a health, medical research, not-for-profit or purpose-driven organisation. The ideal candidate earns trust naturally, listens deeply, and understands that the most significant gifts are made when a donor feels genuinely heard and connected to a cause that matters to them.

	They are comfortable engaging with major donors at the highest level, including those navigating complex personal circumstances, and equally at ease working with senior clinicians and researchers to translate priorities into emotionally resonant cases for support. Exceptional written and verbal communication skills are essential. They are highly organised, ethical and meticulous - with a strong understanding of major gift fundraising principles, donor cycle management and stewardship best practice. They are confident using CRM systems to manage their portfolio, track moves and report on pipeline performance. This role suits someone collaborative, adaptable and values-driven, with a genuine commitment to improving health outcomes for the Northern Sydney community. They are proactive, solutions-focused and thrive in a dynamic environment where the quality of a relationship - built patiently and authentically over time - is ultimately what drives results.
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Key Relationships

Internal	Purpose	External	Purpose
Fundraising and Philanthropy Manager (reports to)	Direct report; joint development and execution of major gift fundraising strategy, portfolio management, and campaign activity.	NSLHD clinicians, researchers, and NSLHD/hospital staff.	Partnership to identify funding priorities, develop proposals, and facilitate meaningful donor engagement with the work being funded.
Donor Experience Team	Accurate and timely processing of receipts, gift acknowledgements, and donor administration.	Major Gift Donors and Prospects	Primary relationship holders; responsible for the full donor journey from identification through to long-term stewardship.
Marketing and Communications Team	Collaboration on fundraising collateral, impact reports, donor communications, and story development.	Broader community and referral networks	Community engagement to identify emerging philanthropic interest and grow the NORTH Foundation's prospect pipeline.
Bequest Specialist	Identification and warm referral of prospective bequest donors from the major gifts portfolio.		
Philanthropy Campaign Manager	Management of the proportion of the major gifts portfolio aligned to Campaign goals.		

The role in more detail (accountabilities/success factors)

Key responsibility areas	WGT %	Objectives	Measures of success (KPIs/goals)
Donor Engagement and Solicitation	40%	Manage a personal portfolio of major gift prospects and donors, executing tailored strategies to move individuals through the full donor cycle from qualification to close. Conduct regular face-to-face meetings, site visits and events to deepen relationships and build giving intent. Prepare compelling proposals, presentations and gift agreements aligned to donor interests and campaign priorities. Collaborate with the Fundraising and Philanthropy Manager to develop bespoke donor journeys that inspire transformational giving. Maintain active pipeline across the campaign and broader major gifts portfolio.	Pipeline and conversion Qualified pipeline value (\$) and coverage ratio. Number of new prospects qualified per month/quarter. Stage conversion rates: qualification → cultivation → solicitation → close. Win rate (%) and average gift size. Time-to-close (median days) per major gift. Income Total major gifts revenue (\$) vs target and vs prior year. Number of gifts closed by value band (e.g., \$50k-\$99.9K / \$100K-\$999.9K / \$1M+). Asks made per quarter and ask-to-close ratio. Activity Number of face-to-face meetings per month Number of proposals submitted per quarter Number of qualification meetings to build new pipeline
Collaboration and Donor Experience	25%	Develop and implement individualised stewardship plans for all major donors, ensuring each donor feels valued, informed and deeply connected to the impact of their gift.	Stewardship delivery % major donors with an active, current stewardship plan. % stewardship activities delivered on schedule. Impact reporting: % of major gifts receiving a written impact

		Deliver regular, meaningful touchpoints including impact reports, clinical updates, site visits and personal communications. Work with the NORTH Foundation team to design and execute tailored recognition - including naming acknowledgements, special events and bespoke reporting. Monitor portfolio health and proactively address gaps in engagement to protect and grow donor lifetime value.	update within agreed timeframes. Thank-you timeliness: % acknowledgements sent within 24 hours of gift receipt. Retention & growth Major donor retention rate (%) year on year Upgrade rate (%) - donors who increase their giving. Donor lifetime value (LTV) trend across the major gifts portfolio. Donor experience Number of meaningful touches per major donor per quarter (visits, calls, updates, events) Qualitative feedback from donor interactions recorded in CRM.
Clinical and Stakeholder Partnership	15%	Proactively engage with NSLHD clinicians, researchers and operational leaders to identify compelling, fundable priorities that align with donor interests. Collaborate with the Marketing and Communications team to develop high-quality proposals, impact reports and donor-facing materials. Identify and share appropriate patient and donor stories - with full consent - to support broader awareness and engagement.	Engagement Number of new clinical leader relationships established per quarter. Number of clinical briefings, site visits or project scoping meetings facilitated with donors or prospects. Clinician participation in donor meetings and events. Case quality Number of donor-ready proposals developed with clinical input Median time from project scoping to completed donor-ready proposal Close rate (%) on asks supported by a strong, clinically-grounded case.

			Collaboration Quality and timeliness of materials produced in partnership with Marketing and Communications. Number of donor stories developed and appropriately shared.
Admin and Reporting	20%	Maintain accurate, complete and up-to-date donor records in the CRM system, capturing all interactions, gift details, proposals, next steps and pipeline movements promptly. Prepare regular reports on major gifts portfolio performance, pipeline health and campaign progress for the Fundraising and Philanthropy Manager, leadership team and Board as required. Support the Donor Experience team with gift administration including receipting, acknowledgement and gift agreement execution.	CRM integrity % portfolio records updated within agreed timeframe following each donor interaction. Accuracy of pipeline data - value, stage and expected close date current at all times. Reporting Reports produced on schedule and to a high standard. Board and management reporting delivered on time. Pipeline forecasting accuracy (actual vs forecast close rate %). Gift administration % receipts distributed to major donors within 24 hours of gift receipt % gift agreements executed within agreed timeframes

Person profile in more detail (requirements/success factors)

Qualifications, accreditations, licence:

- Relevant tertiary qualification in fundraising, communications, business, health or a related field (desirable but not essential where significant relevant experience is demonstrated).
- Demonstrated experience in major gift fundraising, philanthropy, development or high-value donor relations, ideally within a health, medical research, education or not-for-profit context.
- A track record of personally managing a portfolio of major donors and securing significant philanthropic gifts.
- Experience working within a complex, multi-stakeholder

	organisation, with an ability to navigate institutional environments and build credibility with a wide range of internal and external partners.
Demonstrated skills, knowledge and experience:	• Excellent relationship-building skills - the ability to build genuine, trusted, long-term connections with donors, clinicians, researchers and colleagues. • Outstanding written and verbal communication skills, including the ability to write persuasively, translate complex clinical or scientific content into compelling donor narratives, and present confidently to individuals and groups. • Strong strategic and analytical thinking - the ability to identify the right prospect, the right ask, and the right moment, and to build a case for support that is both emotionally resonant and intellectually credible. • Superior organisational skills and exceptional attention to detail - the ability to manage multiple relationships and deadlines simultaneously without things falling through the cracks. • Demonstrable knowledge of major gift fundraising principles including moves management, the donor cycle, gift agreements, and stewardship best practice. • Proficiency in CRM systems and a commitment to rigorous data management. • Proven ability to exercise sound judgement, work independently, and show initiative in a fast-paced environment.
Mindset (in line with values):	Major Gifts Officer – Mindset (Values-Aligned) A Major Gifts Officer at the NORTH Foundation brings a purpose-driven, values-led mindset - deeply committed to the people they serve and to the difference every major gift makes in the lives of patients, families and the broader community. Impact. Motivated by the knowledge that a single major gift can change the trajectory of a research program, fund a clinical trial, or transform a family's experience of serious illness. Takes personal responsibility for ensuring every donor feels the tangible difference their generosity creates. Compassion. Approaches every relationship with empathy, patience and respect, recognising that many major donors are moved by deeply personal experiences with illness or loss. Listens actively and without agenda, understanding that the quality of a relationship matters as much as the size of a gift. Collaboration. Works as a true partner with clinicians, researchers, donor families and the NORTH Foundation team, recognising that the most compelling philanthropic propositions are built together. Values diverse perspectives and contributes to a culture where shared success is the goal.

Integrity. Holds themselves to the highest standards of professionalism, transparency and ethical conduct. Stewards donor trust with care, handles sensitive information with complete discretion, and ensures every commitment is honoured fully and on time.

Innovation. Brings curiosity and creativity to major gift fundraising, open to new approaches and willing to challenge convention. Uses data, storytelling and insight to strengthen the case for investment and find new ways to connect donors with the work that matters most to them.

Overall Mindset

Sees major gift fundraising not as a transaction but as a long-term partnership for good - one built on trust, sustained by impact, and deepened over time. Understands that the most transformational gifts are earned through the quality of relationships, the credibility of the cause, and the genuine belief that every donor's generosity has the power to change lives.
