

Partnerships Coordinator

Position Level	Team Member	Department	Fundraising & Marketing
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Partnerships Manager		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day-to-day basis.

■ Position Summary

Reporting to the Partnership Manager, the role is responsible for the stewardship and development of corporate, community and allied health relationships, as well as providing administrative support of partnerships, project plans, event calendar maintenance and fundraising data.

■ Position Responsibilities

Steward Corporate Partnership Engagement and Relationships

- Work with existing and future corporate and community partners to steward deliverables of relationship agreements and identify possible extension via all fundraising programs opportunities –including event sponsorship, community fundraising, dog and client programs support, workplace giving, direct collect and corporate volunteering.
- Actively support partners through campaigns and coordinate relevant connection and communications in consultation with the broader Fundraising, Communications and Marketing team where relevant.
- In collaboration with the Partnerships Manager and Business Development Specialist actively review existing partnerships and identify opportunities that support to retain and/or build on the existing relationships.
- Build and maintain key relationships with external and internal stakeholders.
- Provide exceptional customer service when engaging with new and existing partners to maintained long-term donor support.
- In addition to the Partnerships Manager, this position works closely with and collaborates with other members of the Partnerships and Fundraising team, Business Development, Marketing team, Corporate Services, the Service Delivery teams, and volunteers.

Administration

- Record all partnership, donor and customer interactions in the Guide Dogs SA/NT database.
- Provide administrative support for the departments project plans and Events Calendar and coordinate follow up actions and report on activities.
- Prepare and analyse reports as required including program initiatives, issues, forward plans and budgets and provide program insights.
- Develop and maintain corporate and expression of interest proposals and information brochures that inform and promote a comprehensive understanding of service offerings and solutions in support of the program.
- Assist with development of business plans, grant applications and partnership agreements and/or contracts.
- Work with the Fundraising and Marketing team to develop collateral and presentation packs for existing partnerships and new business development opportunities.
- Identify conference, meeting and industry event (i.e., golf days, galas, awards nights etc.) opportunities to help attain new fundraising options, where required.
- Support (unsolicited) corporate and community fundraisers.
- Provide support to monitor and maintain the community fundraising online portal.

Other responsibilities

- Ensure all corporate fundraising initiatives are integrated with other activities of the Fundraising team including community fundraising, donor communications and merchandise or product promotion.
- Attend Guide Dogs SA/NT events that directly link to partnerships and fundraising and support and direct volunteers.
- Work with Dog and Vision Services teams regarding opportunities to promote GDSANT services Act as a point of contact through telephone hunt group for fundraising calls as required.
- Monitor and meet income and expenditure targets as they are set.
- Adhere to Guide Dogs Quality Framework and participate in ISO/quality functions as required.
- Ensure all fundraising activities support organisational values and are within FIA Code of Conduct and ACNC guidelines.
- Initiate and be actively involved in continuous improvement initiatives.
- Seek learning opportunities to develop and maintain own professional development.

WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
 - training;
 - forums for consultation;
 - risk assessments;
 - inspections and/or audits;
 - investigations, and/or;
 - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in marketing and/or fundraising practices and campaigns – essential.
- Excellent business acumen with a demonstrated ability to identify opportunities that strengthen and grow existing relationships.
- Experience with supporter engagement strategies – highly desirable.
- Experience working with volunteers – highly desirable.
- Knowledge of broad community attitudes particularly as they apply to the charity sector.
- Proven ability to develop and grow existing and new fundraising programs.
- Experience in monitoring, reporting on and evaluating programs or projects.
- Demonstrated ability to work with CRM systems and project management tools, specifically ASANA, maintaining accurate and useful relationship information.
- Experience in a not-for-profit environment would be highly regarded.

General Competencies

- Highly self-motivated with the drive to succeed – essential.
- Advanced verbal and written communication skills with the ability to negotiate, influence, motivate and gain confidence of a wide range of individuals from diverse backgrounds – essential.
- The ability to establish credibility and effectively network with internal and external clients and key industry contacts – essential.
- Ability to prioritise workload, manage multiple projects and meet set timelines within budget constraints.
- Ability to be creative, innovative, flexible and readily accommodate change.
- Ability to work independently, backed with an ability to bring a collaborative, energetic, professional and solutions focused attitude to a team,
- Strong attention to detail.
- Ability to apply analytical, problem solving and decision-making skills using creative solutions.

Qualifications/Licenses

- Tertiary qualifications or relevant industry experience in Fundraising, Business, Marketing – or a related discipline (or currently completing) – highly desirable.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

_____/_____/_____
Signature Print Name

Approved by Manager

_____/_____/_____
Signature

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.