



## Partnerships Coordinator

### Position Description

#### The Business Unit

Arts Centre Melbourne's *External Engagement Business Unit* comprises of three core functions: Strategic Partnerships (Business Partnerships, Strategic Alliances, and Sponsors); Government Relations (advocacy, investment and grants); and, Impact Evaluation and Measurement (measuring purpose driven outcomes – social, cultural, educational and economic).

To ensure Arts Centre Melbourne's alignment to the market, sustainable growth, capability, and most importantly, to maximise the benefit delivered, *External Engagement* has a team vision:

*"to engage broader communities and grow Art Centre Melbourne's value as a partner to sustain the power of the performing arts for future generations".*

Sitting within External Engagement, the Partnerships team has undergone a significant transformation in its approach to corporate partnerships and strategic alliances.

With an impact focused mission of delivering on meaningful cultural, educational, social, and economic outcomes in the lives of today's and future generations, Partnerships at Arts Centre Melbourne are partnering with like-minded organisations who are driven by a vision of true, positive impact for our community.

We are growing our portfolio of partnerships (Supporting Partners, Vision Partners, Impact Partners and Premier Partners), Sponsors, as well as forging relationships with our Strategic Alliances. The Partnerships Coordinator role is a functional support role essential to the success of the team and vital to ensure both the growth of partnerships and also stewardship delivery support across the portfolio.

This role is an integral part of Arts Centre Melbourne's Strategic Partnerships Business Unit, tasked with implementing our Partnerships strategy, nurturing partner and sponsor relationships, and maximising fundraising opportunities

#### The Role

This is an exciting role that provides operational and administrative support to the Partnerships Team. This role's primary purpose is supporting and coordinating both partnership development and relationship management activities.

This role is the 'glue' of the team, overseeing project deliverables, team administration, relationship management and ensures an efficient and productive work environment.

This role will be the relationship manager for lower tier relationships – including the account management of Arts Centre Melbourne's 'Supporting Partners' and 'Sponsors'.

This role works closely with internal and external stakeholders to provide high levels of customer service and comprehensive support on a range of strategic partnerships, stakeholder engagement, corporate hospitality and communications initiatives.

Type	Part Time (ongoing)
Reports to	Associate Director, Strategic Partnerships
Direct Reports	-
Salary/Hourly Rate	ACM Enterprise Agreement 2018 Band 3.2
Key Relationships	<i>Internal:</i> External Engagement, Philanthropy, Executive, Marketing & Communications Customer Experience, Food & Beverage, Events, Programming, Collections, Finance, IT Services, Facilities. <i>External:</i> Partners, strategic alliances, sponsors, private and public sectors
Delegation	Financial and people delegations as per current policy.
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	State Government Agencies (SGA) Employee under the ACM Enterprise Agreement 2018

	Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
<b>Last Reviewed</b>	August 2019

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

### Your qualifications and experience

- Relevant tertiary qualification with subsequent relevant work experience or an equivalent combination of education, training and/or experience in a similar role.

### Your skills and attributes

- **Relationship management** – Solutions focused, confident and proven experience as a Client Relationship Manager. Knowledge of customer relationship management (CRM) practices
- **Administration** – Demonstrated organisational skills and experience in an office environment. Proven experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes, within a reasonable timeframe.
- **Project management** – Practical knowledge of project management processes, workflows and proven ability to manage project deliverables and effectively manage multiple projects and responsibilities at the same time.
- **Customer service** - Customer service oriented and ability to effectively engage with internal and external clients to understand and meet requirements.
- **Interpersonal and Communication** - Excellent interpersonal skills, including persuasive abilities, effective listening, diplomacy and tact, team-playing with demonstrated success in dealing with corporates.
- **Team Player** – Demonstrated collaborative approach to work within a small and ambitious team.
- **Industry Knowledge** – Understanding of the Not-for-Profit sector, social impact and arts and cultural sector is desirable

### In the role you will

#### Accountabilities:

**Team Administration and support** - Provide team assistance and support in the delivery of the Partnerships function.

- Monitor, triage and respond to all enquiries to partnerships inbox within 24 hours.
- Provide assistance as required to Team Managers and Executive.
- Support issue resolution.
- Maintain CRM systems.
- Support in meeting preparation, including preparation of documentation and reports.
- Collaborate with other ACM business units to identify best practice systems and processes for improved integration and project management.

**Operations support** - Manage the day to day operations of the Partnerships Team.

- Provide support for all team requirements, including development of templates, presentations, briefing notes and collateral, as required.
- Custodian of, and maintenance of, the *Partnerships Operations Dashboard*, including the liaison with finance to regularly update financials and data; maintenance of stewardship activity and data; maintenance of the development pipeline; oversight of the Team Quarterly Plan.

- Coordinate *Team Huddle* meetings and weekly work in progress with the Partnerships Team.
- Provide finance and administration support including EBMS requirements for purchase orders, invoices, ticketing and CRM (Tessitura) admin.
- Provide support for the development of the Partnerships Team communications and collateral, including website design and optimisation, signage requirements; brochures and advertising.

**Acquisition Solutions and Support** - Provide project management support to the development of acquisition solutions and assets.

- Conduct desktop research, briefings and reports for business development.
- Maintain and manage the acquisition pipeline for partnerships and sponsorship development.
- Provide support to develop communications, collateral and digital assets required.
- Provide support to develop the Ovation Gala Sponsorship brochure and sponsorship acquisition tracker.

**Stewardship** - Provide support to the Partnerships Manager for the stewardship and day to day account management of all partners and strategic alliances in the partnerships portfolio.

- Key client manager for all Sponsors, and day to day management for all Supporting Partners
- Working closely with the Partnerships Manager, support the day to day account management and stewardship of all relationships in the portfolio.
- Provide quality client servicing and support and delivery of the stewardship solutions - including hospitality, events and activation requirements.

**Stewardship Solutions and Support** - Provide project management support to the development of the stewardship solutions and assets.

- Test and maintain the prototype for employee engagement program, "Applause"
- Establish and test process Master Event Lists and distribution lists through Tessitura.
- Build and manage the "Branding and Recognition Assets Register".
- Provide support for all stewardship solutions required for the effective delivery of our existing partnerships.

**Decision making:**

- Be under supervision of the Associate Director Strategic Partnerships.
- Receive guidance and support from the Partnerships Development Manager and The Partnerships Manager in decision making to achieve position accountabilities.
- Discretion and judgement required in order to apply organisational policies, systems, processes, and the Partnerships framework, strategy and processes in order to determine the appropriate course of action.
- Be required to balance the often competing enquiries and immediate demands of internal and external stakeholders.

**Systems:**

- Tessitura database
- USI Ungerboeck
- Microsoft Teams, One Note, Excel, Word, Powerpoint

**Working environment/physical requirements:**

- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to attend External Engagement events outside standard business hours from time to time.
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2018.

**You demonstrate our values**

- **Leadership** – courage and conviction.
- **Creativity** – a boundless imagination.
- **Care More** – a place for everybody.
- **Community** – working together.