



# POSITION DESCRIPTION

<b>POSITION TITLE</b>	Giving Senior Manager
<b>PORTFOLIO</b>	Strategy & Impact
<b>AREA</b>	Fundraising
<b>REPORTS TO</b>	Head of Strategic Partnerships & Philanthropy

## ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St. Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years to youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The BSL values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

## PORTFOLIO & AREA PURPOSE

The Strategy & Impact Portfolio is an enabling function that fosters collaboration and shared purpose across BSL functions by leading strategy, leading public engagement, developing and nurturing strategic partnerships, and increasing our financial sustainability.

The Fundraising Area within the Strategy & Impact Portfolio is responsible for developing and nurturing strategic partnerships and increasing our financial sustainability. Key stakeholders include the community, donors, trusts and foundations, and corporates.

## POSITION PURPOSE

The Giving Senior Manager is a key part of BSL's fundraising team with responsibility for leading a team of staff who manage the individual giving channel, donor care, events, and data and analytics.

This position is responsible for leading and delivering these activities to achieve BSL's fundraising strategy and targets.

## KEY OBJECTIVE

Lead the team responsible for the individual giving channel, donor care, events, and data and analytics to drive growth in individual giving income, donor acquisition and retention, and impact in line with BSL's organisational strategy, and in collaboration with colleagues across BSL.

## KEY RESPONSIBILITIES AND DUTIES

### 1. Leadership and management

- Lead the team responsible for individual giving, donor care, events, and data and analytics, maximising team engagement and performance, to meet targets and contribute to the achievement of BSL's strategy.
- Direct, manage and monitor staff in the performance of their duties and ensure appropriate onboarding, training and development, performance management and engagement of staff.
- Apply knowledge and experience of fundraising best practice and exceptional donor care to identify and develop opportunities to generate and increase financial support from individual donors.
- Work with internal stakeholders to meet objectives.
- Lead administration processes, reporting and continuous improvement activities to support effective execution of activities.
- Other duties as required.

### 2. Stakeholder relationships

- Identify, develop, maintain, and grow exceptional stakeholder relationships to grow fundraising income.
- Represent BSL externally to promote the work of BSL and develop genuine relationships with stakeholders across the fundraising sector.

### 3. Teamwork and accountability

- In collaboration with the Head of Strategic Partnerships & Philanthropy, set goals and objectives to ensure outcomes are met.
- Work collaboratively within teams and across the organisation to achieve common goals and ensure integration across all fundraising channels including a focus on generating planned giving and major giving leads.
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- Model BSL values and adhere to the Code of Conduct in everyday workpractices.
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL's policies and procedures.
- This position will require indirect contact with children and/or vulnerable individuals.

## ORGANISATIONAL RELATIONSHIPS

Direct reports                      Individual Giving Manager, Database Manager, Donor Care Officers

Internal Stakeholders              Strategy & Impact Portfolio, BSL services staff as well as BSL

	Board, Executive Director, and the broader Executive Leadership Team members
External Stakeholders	Fundraising agencies and consultants, other external suppliers and sector peers

## **KEY SELECTION CRITERIA**

### **Essential**

- Relevant tertiary qualifications in business, fundraising, marketing, or similar field.
- Relevant leadership experience in fundraising with proven track record of best practice individual giving channel management (including acquisition and retention), exceptional donor care, and the use of data and analytics to inform decision-making.
- Relevant people management experience.
- Excellent communication, interpersonal and negotiation skills at a high level, including professional correspondence, reporting and communications/copy writing.
- Excellent attention to detail, strong organisational and time management skills, and demonstrated ability to deal sensitively with confidential and/or personal information.
- Ability to identify and resolve issues and make appropriate recommendations.
- Demonstrated ability to work autonomously, collaboratively, and flexibly within a changing and dynamic environment as part of a team to achieve goals.
- Well-developed knowledge and experience working with Microsoft Office Programs including Word, Excel and PowerPoint and fundraising databases.
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of, and empathy with, the values and ideals of BSL.

### **MANDATORY EMPLOYMENT CRITERIA**

- Current Victorian drivers' licence.
- Specific work requirements may include work-based travel and attendance at a variety of different BSL work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required – BSL will support successful candidates in this process.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.