

Relationship Manager Bear Cottage

Reports to: Head of Philanthropy

Direct reports: Nil

The Organisation

Sydney Children's Hospitals Foundation (SCHF) is a leading children's charity, working to inspire the corporate to support sick kids to live their healthiest lives. All employees and volunteers of the Foundation are expected to fully support the SCHF purpose, guiding principles and values in their work and interactions with all internal and external stakeholders.

Our Vision: **Healthy Kids...Whatever it takes**

Our Purpose: *Connecting the world's best paediatric research and practice with Donors who are inspired by the ability to create change*

Our Guiding Principles

Every relationship matters – each is built on kindness, integrity and respect. Working in partnership we connect funds with the greatest need for the maximum impact. We ensure our donors learn of the impact of their gifts on sick kids and their families. We are inspired by children and families and together, with our community, we aim to cure and we always care.

Our Values: **We are Courageous, Collaborative, Supportive and Accountable**

The Position

The Relationship Manager Bear Cottage is responsible for management of a portfolio of major donor relationships that primarily support palliative care through Bear Cottage. This role is a key part of the team responsible for acquiring and managing donors with the capacity to give from \$10k to \$1.0m per annum.

A member of the Philanthropy team, this position identifies and implements a series of activities through whatever channels are deemed best to identify funding opportunities and deliver income targets set out in the Fundraising Strategic Plan. This includes working closely with the staff of Bear Cottage, other teams in the Fundraising, Marketing and Communications and Development teams to deliver donor engagement activities that reinforce engagement and provide acquisition opportunities and/or donor recognition.



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The position is responsible for ensuring donors are given the opportunity to have a greater relationship with the Foundation and are engaged, thanked and acknowledged appropriately. It is also expected this role will promote opportunities to existing donors to support the Sydney Children's Hospital Network (SCHN) more broadly.

A subject matter expert on Bear Cottage, this position is also the liaison point for the Fundraising Team to source additional 'case for support' information to raise funds for Bear Cottage.

Specific Responsibilities:

FUNDRAISING

- Develop and maintain topic expertise in your area of donor responsibility (Bear Cottage).
- Work with stakeholders to identify and prioritise areas of funding need.
- Match funding opportunities to donor interests in order to maximise donation potential. This will include working closely with the staff of Bear Cottage, other teams in the Fundraising Directorate and the Development Team to ensure donor engagements are maximised.
- Develop and deliver on funding proposals for corporate donors, major individuals and Trusts & Foundations.
- Develop and co-ordinate approved fundraising activities and functions.
- Communicate confidently, respectfully and sensitively with internal and external stakeholders at all levels, including senior management, high capacity donors, patients and their family members, other staff and Ambassadors/celebrities.
- Ensure each new high capacity donor has a strong one to one relationship with both the Relationship Manager and the supporting Account Co-ordinator.
- Build and maintain a personalised relationship with each new donor built on mutual respect and sensitivity to the donors needs and interests.
- Ensure new donors are given the opportunity to maximise their relationship with the Foundation, are regularly engaged through engagement activities and receive feedback and acknowledgement appropriate to their needs and interests, which provides value for their engagement.
- Provide accurate and timely reporting of new donor receipts and funds application to ensure funds are used in accordance with donor wishes, transparency and Foundation reporting requirements are met.
- Monitor, manage and evaluate all new donor project outcomes providing regular, accurate and clear feedback to the donor.
- Promote opportunities to new donors to support the Sydney Children's Hospital Network (SCHN) more broadly.



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BUSINESS PLANNING AND ADMINISTRATION

- Use initiative and sensitivity to solve problems/issues, identifying when to delegate or escalate.
- Represent the Foundation at functions and events as required.
- Update computerised records in line with Foundation requirements.
- Ensure all activities undertaken are approved and meet ethics and brand guidelines.

TEAMWORK

- Consistently demonstrate, role model, promote and build a proactive culture of collaboration, improvement and growth, encouraging innovation, creativity and excellence.
- Work effectively with and support others to achieve KPIs.
- Actively role model and reinforce the values of the Foundation.

Key Relationships

Internal: Senior managers and colleagues in the Fundraising, Marketing and Communications team, Sydney Children's Hospital Foundation (SCHF) staff

External: SCHN Public Relations & Communications, SCHN Clinicians and operational staff, patients of SCHN and their family members, donors and prospective donors

Selection Criteria

1. Demonstrated high level application of fundraising principles, techniques and strategies, in a similar role in fundraising, sales or marketing, including a proven history of closing major gifts and corporate partnerships.
2. Proven ability to plan, develop, deliver and monitor multiple medium to large projects with evidenced success in achieving agreed outcomes and timelines while maintaining healthy relationships.
3. Demonstrated highly developed interpersonal skills including the ability to negotiate, be persuasive and develop trust, and manage a variety of internal and external stakeholders across all levels and from varying backgrounds.
4. Proven high level oral and written communication skills, including the ability to write high quality cases for support/pitches and make engaging presentations.
5. Proven client focused approach, with the ability to respond effectively to emotional situations and families with compassion and understanding.
6. High level computer skills in the Microsoft Office suite (particularly in Word, Excel, and Outlook) and previous experience using databases.
7. Demonstrated ability to work effectively as part of a team and to collaborate across teams to achieve enhanced outcomes.
8. Demonstrated high standard of integrity, ethics, judgement and confidentiality.



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