

New Business Relationship Manager

Reports to: Head of Partnerships (Corporate Partnerships Manager)

Direct reports: Nil

The Organisation

Sydney Children's Hospitals Foundation (SCHF) is a leading children's charity, working to inspire the community 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 New Business Relationship Manager is responsible for actively seeking out and developing new ideas, initiatives and opportunities for the purpose of engaging new partners, supporters and donors at a high capacity and high impact level.

Focussed on identifying new high capacity donors, income generation, donor engagement and helping our partners receive a suitable and consistent level of recognition, this role works across the Foundation's locations.

A member of the Development team, the New Business Relationship Manager identifies and implements a series of activities through whatever channels are deemed best to engage new prospects and partners in new business initiatives. This includes working closely with other teams in the Development and Fundraising, Marketing and Communications 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 new donors are given the opportunity to maximise their relationship with the Foundation and are engaged, thanked and acknowledged appropriately.

It is also expected this role will be promoting opportunities for new donors to support the Sydney Children's Hospital Network (SCHN) more broadly.

Specific Responsibilities:

FUNDRAISING

- Develop and maintain topic expertise in your area of donor responsibility.
- Work with stakeholders to identify and prioritise areas of funding need.
- Actively seek out and develop new ideas, initiatives and opportunities for the purpose of engaging new partners, supporters and donors at a high capacity and high impact level.
- Match funding opportunities to new donor interests in order to maximise donation potential. This will include working closely with staff of the Sydney Children's Hospital Network (SCHN), others in the Development team and the Fundraising, Marketing and Communication Directorate to ensure new donor engagements are maximised.
- Develop and deliver on funding proposals for new donors.
- 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.

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.



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- 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 in the Development team and the Fundraising, Marketing and Communications team, Sydney Children's Hospital Foundation staff (SCHF)

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 identifying new business and closing major gifts and corporate partnerships.
2. Proven ability to plan, develop, deliver and monitor multiple large projects with evidenced success in achieving agreed outcomes and timelines whilst 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 identify and respond to the individual needs and interests of new donors ensuring value for engagement.
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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