



**PARTNERSHIPS MANAGER (SA)**

**JOB & PERSON SPECIFICATION**

**APRIL 2019**



## Success Profile

### Partnerships Manager (SA)

This Success Profile outlines the role purpose, key responsibilities, values and skills required for success in your role.

<b>Status:</b> Permanent, full-time	<b>ACF compliance role:</b> Yes
<b>Reports To:</b> State Manager VIC/TAS/SA	<b>Direct Reports:</b> Nil
<b>Key Relationships:</b> National Philanthropy Manager Major Gifts Manager VIC, TAS & SA Fundraising Team Media & Communications Programs & Services Supporter Services	<b>Location:</b> Adelaide

#### Purpose of the role:

The Partnerships Manager is responsible for developing, managing and fostering positive relationships between Camp Quality and its corporate, major donors, community and significant special event partners in South Australia. The role ensures Camp Quality's revenue portfolios are maintained, nurtured and grown in a sustainable manner, focused on the long-term net revenue and total partner value.

Reporting directly to the State Manager (Vic, Tas & SA), the Partnerships Manager plays a key role in the management, growth and creation of financially strong and mutually beneficial partnerships (60% of time), as well as the development and management of new business (40% of time).

The Partnership Manager will be a driving force behind the relationship experience for our existing partners within the South Australian market. You will focus on leveraging current relationships, onboarding new partners and moving opportunities through the pipeline to generate sustainable and meaningful partnerships that co-create value. In addition, you will focus on the smooth running of our key special events in conjunction with the State Manager and team based across the region and nationally.

Your passion for a multi-faceted fundraising and partnerships role, and your exceptional skills in relationship-based account management and creative problem solving, will see you thrive as the Partnerships Manager in SA.

#### Qualifications & Training

Preferred:

- Qualifications in business management, marketing, communications or a related discipline

#### Experience & Knowledge

Preferred:

- A minimum of 3+ years of experience working in similar role
- Highly developed, broad stakeholder engagement skills to successfully engage with corporate partners, high net worth individuals, community partners, event partners and organisations
- Ability to negotiate agreements, and maintain and extend long term relationships to meet organisational objectives



- Exceptional interpersonal, communication and presentation skills
- Well-developed contacts within South Australia
- High level of initiative: self-motivated with a strong work ethic
- Excellent organisational skills with good attention to detail
- A good understanding of, and experience in, the not-for-profit and philanthropic sectors is essential
- Ability to work within a team environment both locally, remotely and nationally

#### **Other requirements for this role:**

- Current driver's license
- Some out of hours work will be required
- Some inter/intra state travel may be required
- Other duties as required from time-to-time

#### **Role Responsibilities**

Determining what success looks like for this role will be expressed in terms of Key Success Measures – 'KSMS'. KSMS will be developed with the incumbent, upon commencement in the role and reviewed with the manager on a regular basis.

#### **KEY AREA OF RESPONSIBILITY**

##### **Contributing to Financial Sustainability and Revenue Growth**

- Input into, and assist in implementing, a regional revenue-based plan for Vic, Tas & SA: focusing primarily on the SA component. The plan will be aligned to the national fundraising strategy.
- Identify, assess and deliver on opportunities to extend and improve the effectiveness and efficiency of our current revenue portfolio:
  - Community Fundraising (30% of time)
  - Corporate Partnerships (30% of time)
  - Special Events (20% of time)
  - Major Gifts (10% of time)
  - Clubs & Community Groups
  - Fundraising Groups & Committees
  - Trusts & Foundations
- Identify new leads and relationship opportunities within the region to secure additional net income.

##### **Relationship Management and Revenue Growth (60%)**

- Build strong and authentic relationships with existing corporate and community partners in South Australia, ensuring they feel supported, inspired and acknowledged.
- Develop the relationships to ensure deep engagement, retention and growth.
- Create and manage clear partner plans: meeting all communication deadlines and keeping others abreast of developments as necessary (including all key internal and external stakeholders)
- Maximise opportunities within each partnership by working to achieve the corporate engagement strategy of each corporate and community partner
- Plan, execute and evaluate key corporate & community partner activities (including events) as required
- Participate in networking opportunities as required to create, build and manage successful relationships
- Maximise broader fundraising opportunities including events and sponsorship
- Work with PR / Comms team to profile partnerships (where applicable) in local media.

## KEY AREA OF RESPONSIBILITY

- Attend partner events and speak on behalf of Camp Quality as necessary
- Through all aspects of the role promote strong and positive brand awareness for Camp Quality to enhance donor engagement, word of mouth and cross-revenue/fundraising opportunities

### **Build the Partnerships (Corporate & Community) and other Revenue Portfolio (40%)**

- Identify new opportunities for relationships with corporate and community partnerships, as well as major donors, aligned to the national strategy and business plans.
- Supported by the State Manager, develop, maintain and support the pipeline of new business opportunities
- Create compelling presentations, project plans, reports and other types of communications to connect with diverse audiences, including potential partners, board members and colleagues – ensuring they are aligned to national standards.

### **Work collaboratively across the revenue team**

- Work with peers from within the region, and across Australia, to assist in engaging partners in key activities and campaigns.
- As necessary, act as the key point of contact for partnerships that originate from outside your geography, but which are extended into your market
- Work collaboratively with internal teams to successfully acquit partnership commitments
- Provide ideas and support to fundraising activities with partners, major donors and community fundraisers.

### **Budget & Financial Management**

- In conjunction with the State Manger, develop the regional budget with primary focus on SA, ensuring maximum return on investment and retention strategies.
- Manage pipeline and fundraising event plans and budgets as required

### **Compliance and Minimising Organisational Risk**

- Abide by Camp Quality's best practice fundraising guidelines including our processes around the granting of Authorities to Fundraise.
- Ensure all fundraising is in line with the relevant state/national legislation.
- Prepare event plans and risk assessments for all Camp Quality run events.
- Ensure all communication / documentation is tracked within our CRM database (Salesforce) including all communications with third party fundraisers
- Ensure all required licences, permits and any other legal requirements and authorisations are obtained prior to any activity.

### **Partnership Administration**

- Ensure all partners' financial commitments are adhered to and that payments are followed up as required.
- Assist in managing the preparation of all new partnership agreements, in conjunction with the State Manager
- Record, track and report on partnership communications, fundraising, partner proposals and engagement in the CRM system

## KEY AREA OF RESPONSIBILITY

- Ensure that all partners are accurately set up in the CRM with partner records, contracts and contacts, linked to relevant major donors, T&Fs and other cross-revenue channels for a complete relationship management overview
- Ensure the stakeholder management matrix for the partner is completed in a timely manner and recorded.
- Generate reports as required by the partner and internal stakeholders for the partners
- Pipeline management within the CRM for data integrity and forecasting accuracy

### Other Duties

- representatives, key corporate partners, high net worth individuals and other supporter groups
- Maintain a positive image of the organisation and its work by maximising the community's awareness of Camp Quality's mission and programs within your local region
- Ensure that all internal/external reporting and compliance requirements are met
- Ensure all fundraising and revenue raising legislative requirements are met
- Ensure strong data integrity and security and that all safety and risk management practices/procedures are maintained

### Expectations for every Camp Quality employee:

- Uphold the Camp Quality Values and culture through conduct according to the Camp Quality Values and Behavioral Statements
- Understand and comply with safeguarding children & young people monitoring and reporting requirements.
- Takes reasonable care for the health and safety of themselves and others.
- Understands and complies with the CQ Safety Culture & Safety Management Systems
- Reports hazards & incidents and participates in risk management as required.

### Skills required for Success

SKILLS GROUP	APPLICATIONS TO THE ROLE
Communication	The ability to effectively communicate to meet the needs of the role and objectives of the organisation.
Collaboration	The ability to develop, maintain and strengthen partnerships with others (inside or outside the organisation) who can provide information, assistance, and support.
Team work	Seeking to understand and building on differing perspectives of others to enhance team efficiency and quality outcomes.
Leadership & People Management	Leadership involves defining the direction of a team, communicating it to your employees, motivating, inspiring and empowering them to contribute to achieving organisational success.
Finance	Understanding the implications of financial performance in our organisation.



## Our Organisational Values

At Camp Quality, we are passionate about our work and the real-life benefits we create for our families, employees, volunteers and communities. Every day we strive to make life better and create a positive impact on our environment.

We have five values that express our shared understanding of what we believe, how we aim to behave and what we aspire to be as an organisation.

VALUES	VALUES IN ACTION FOR MY ROLE
<b>Optimism</b> Spreading positivity, hope and enthusiasm in the way we interact with others	<ul style="list-style-type: none"> <li>• Demonstrates and role models optimism and positive energy</li> <li>• Demonstrates resilience against challenges and obstacles</li> <li>• Influences outcomes positively</li> </ul>
<b>Integrity</b> Encouraging trust through personal leadership	<ul style="list-style-type: none"> <li>• Models and demonstrates high standards of trust, openness and respect for others</li> <li>• Provides a high level of advice &amp; support and honours commitments and promises to stakeholders</li> <li>• Is productive, diligent, conscientious &amp; timely in work performance</li> </ul>
<b>Celebrating Life</b> Approaching life as an adventure	<ul style="list-style-type: none"> <li>• Performs work responsibilities wholeheartedly, with energy and commitment</li> <li>• Demonstrates motivation to complete challenges and tasks</li> <li>• Contributes to acknowledging positive performance &amp; effort of others</li> </ul>
<b>Accountability</b> Accepting responsibility for actions and results	<ul style="list-style-type: none"> <li>• Accepts responsibility for actions and results for area of expertise</li> <li>• Takes ownership of performance standards and mistakes</li> <li>• Manages emotions effectively with work volume and recovers quickly from set backs</li> </ul>
<b>Excellence</b> Seeking greatness in all we do	<ul style="list-style-type: none"> <li>• Values and inspires the highest quality of service in all relationships</li> <li>• Maintains attention to detail to achieve high level of performance</li> <li>• Demonstrates efficiency and quality in own work to grow the business</li> <li>• Focuses on high performance results above expectation</li> </ul>



## HOW TO APPLY

Applications should be addressed to Andrew Reed and Lucy Dinnison-Mitchell. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential telephone discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.