



Thank you for your interest in our **Donor Insights & Operations Manager** position (**Parental leave contract**).

### **Hours of Work**

This is a full time, twelve (12) month position **commencing June 2018**.

The usual hours of work are 9am-5pm Monday to Friday. However, the job requires a willingness to work flexible hours, including evenings and weekends.

The position is based at The Wharf, Sydney Theatre Company, Pier 4 Hickson Road, Walsh Bay. In mid-2018, the position will move to Fox Studios.

### **Salary and Entitlements**

- Salary is dependent on skills and experience
- 4 weeks annual leave
- Complimentary tickets to STC productions (subject to availability)
- 10.5% superannuation

### **Job Overview**

This role sits within the Philanthropy team which manages and develops relationships with individuals, trusts and foundations involved with the support of STC through donations. The role's key purpose is to assist with the business and operational function within the team, work on major gift fundraising and relationship management, oversee and direct philanthropy events, provide insights and assist with philanthropic business reporting, and manage the Donor Engagement Executive role.

### **Key Criteria**

- An appreciation of the art form of theatre, especially in an Australian context
- Relevant tertiary degree and/or experience in donor management, customer service or fundraising operations
- Highly developed interpersonal and negotiation skills with the ability to successfully interact with professional associates, staff, donors and volunteers in an individual or group setting
- A self-starter with the ability to work independently and as part of a busy team
- Attention to detail, strong organizational and time management skills
- Experience in database management. Knowledge of Tessitura (or other fundraising software) is desirable.
- Knowledge of current trends in philanthropy and fundraising
- Technically capable with strong analytical and reporting skills (Microsoft Excel and SQL desirable but not essential)
- Experience in prospect research, data analytics, data mining/modeling in a not-for-profit
- Able to make sense of complex information and distill it into concise, readable documents
- Excellent analytical, logical, conceptual and problem solving abilities.
- Ability to work evenings and on occasions weekends

### **Application**

In order to make your application for this position, please forward your resume and a cover letter briefly demonstrating how your experience is applicable to this position as outlined in the criteria above to [recruitment@sydneytheatre.com.au](mailto:recruitment@sydneytheatre.com.au)

**Please note, applications which do not address the selection criteria will not be accepted.**

To access this complete job pack via our website, please visit <https://www.sydneytheatre.com.au/about/careers>

Applications close of business **9am Monday 7<sup>th</sup> May 2018.**

\* Must be Australian resident or hold current, appropriate working visa

## **POSITION DESCRIPTION**

POSITION TITLE: DONOR INSIGHTS & OPERATIONS MANAGER

REPORTS TO: DIRECTOR, PRIVATE SUPPORT (DPS)

---

## **POSITION PURPOSE**

1. Assist DPS with business and operational management within the philanthropy team
2. Lead, develop and invigorate major donor relationships and funds relating to unrestricted core company gifts and special projects e.g. Chairman's Council
3. Oversee direction and management of fundraising, stewardship and prospecting events
4. Supervise Donor Engagement Executive and assist with directing event oversight and management of donor relationships and stewardship
5. Provide insights and assist with philanthropic business reporting

## **KEY RELATIONSHIPS / INTERACTIONS**

### Internal

- Director, Private Support – to consult in the development of operational process and insights, share information and reports, seek approval and discuss opportunities and business potential
- Philanthropy Department – to collaborate on the analysis of donor data and the use of insights to drive strategy and achieve outcomes, share information and reports, discuss opportunities and assist with training for operational developments.
- Data Analytics Team – to collaborate on the analysis of donor data, discuss database requirements and reporting opportunities
- Finance Department – to collaborate on foundation P&L and reporting and ensure reporting requirements are met for annual reporting and auditing
- IT and Database Team – to collaborate, research and implement database and system improvements

### External

- STC Board Chairman – in the continuation of Chairman's Council initiative and for briefings as required
- Major donor prospects – for engagement, cultivation, solicitation and stewardship
- Industry – to maintain awareness of current trends

## **KEY RESPONSIBILITIES**

### Philanthropy Business Systems and Operations

- Assist DPS with analysis and insights on philanthropy budget, expenses and risk analysis to help inform strategy and forecasting outcomes
- Liaise with Finance to assist with reporting and research projects
- Lead operational development projects within the philanthropy department

### Major Gifts

- Research opportunities for major unrestricted gifts and secure and steward as appropriate
- Develop and grow the Chairman's Council campaign which will act as a pipeline of higher level donors into the major gift program
- Manage relationships relating to the Chairman's Council campaign
- Manage, with assistance from Donor Engagement Executive, fundraising, solicitation and stewardship events surrounding the Chairman's Council campaign

### Event and management

- Manage the oversight of all philanthropy events with assistance from the Donor Engagement Executive and campaign managers
- Provide insight and overview to Donor Engagement Executive in the running and administration of each event and relationship management surrounding event suppliers and supporters

### Data Management, Analysis and Reporting

- In conjunction with the Philanthropy team, maintain relevant, detailed and up-to-date information on donors
- Lead and investigate opportunities for business management with Tessitura
- Seek opportunities to enhancing reporting and data insights
- Deliver reporting as required by Finance and Executive teams

### Internal and External Engagement Opportunities

- Establish and maintain relationships with donors through company and philanthropic events and campaigning
- Develop effective relationships with internal staff to assist with company-wide insights
- Seek opportunities to network and build connections with external colleagues, sharing with clarity, acknowledge STC's work and look for opportunities to discover new ways of finding business success

## **SELECTION CRITERIA**

- Relevant tertiary degree and/or experience in donor management, customer service or fundraising operations
- Highly developed interpersonal and negotiation skills with the ability to successfully interact with professional associates, staff, donors and volunteers in an individual or group setting
- A self-starter with the ability to work independently and as part of a busy team
- Attention to detail, strong organizational and time management skills
- Experience in database management. Knowledge of Tessitura (or other fundraising software) is desirable.
- Knowledge of current trends in philanthropy and fundraising
- Technically capable with strong analytical and reporting skills (Microsoft Excel and SQL desirable but not essential)
- Experience in prospect research, data analytics, data mining/modeling in a not-for-profit
- Able to make sense of complex information and distill it into concise, readable documents
- Excellent analytical, logical, conceptual and problem solving abilities.
- Ability to work evenings and on occasions weekends
- An appreciation of the art form of theatre, especially in an Australian context

This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.