

Thank you for your interest in the position of **Donor Insights & Operations Manager (Parental Leave Cover)**.

Aside from the information outlined in the job description other relevant details of the position are:

1. Hours of Work

This is a 10-12 month contract position. The usual hours of work are 8.30am-5pm Monday to Friday. However, the job requires a willingness to work flexible hours during peak sales periods, including evenings and weekends.

The position is based at The Wharf, Sydney Theatre Company, Pier 4 Hickson Road, Walsh Bay.

2. Salary and Entitlements

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

3. 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 below. **Please note, applications which to not address the selection criteria will not be accepted.**

- 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.
- Technically capable with strong budget management, analytical and reporting skills (Microsoft Excel 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.

For a copy of the complete Job Pack including the full Position Description, please visit our website: <https://www.sydneytheatre.com.au/about/careers>

Please submit your application including your resume and cover letter to recruitment@sydneytheatre.com.au

Closing date for applications is **9am Monday 23rd November 2020**

The Sydney Theatre Company encourages applications from Aboriginal and Torres Strait Islander people, people with a disability, mature age workers, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender, intersex and queer (LGBTQI+) people.

For a full copy of the Sydney Theatre Company's Cultural Representation Pledge, please visit our website: <https://www.sydneytheatre.com.au/about/stc-commitments/cultural-representation-pledge>

POSITION DESCRIPTION

POSITION TITLE: DONOR INSIGHTS & OPERATIONS MANAGER
(12 months parental leave cover)

REPORTS TO: DIRECTOR EXTERNAL RELATIONS & PRIVATE GIVING (DERPG)

POSITION PURPOSE

1. Assist DERPG with business and operational management within the philanthropy team
2. Provide insights and assist with philanthropic business reporting
3. Assist with Foundation governance management, relationships and reporting
4. Assist DERPG with administrative or project-based tasks relating to major donors and external relations

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Director External Relations & Private Giving – 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 Foundation Directors – for engagement, reporting, assistance with tickets and other requests
- Major donor prospects – for engagement, cultivation, solicitation and stewardship
- Industry – to maintain awareness of current trends

KEY RESPONSIBILITIES

Philanthropy Business Systems and Operations

- Assist DEPGS 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

Foundation and Governance

- Manage all administrative aspects of quarterly Foundation meetings – liaising with Foundation Directors, assisting DEPGS with agenda items and papers and recording of minutes
- Pull together philanthropy management report, with assistance from philanthropy team members, to deliver updates to Board members

Major Gifts

- Assist DEPGS with tasks relating to major donors as and when required – including ticket requests, invoicing and adhoc tasks
- Assist DEPGS with project related work as need arises

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 enhance reporting and data insights
- Deliver reporting as required by Finance and Executive teams

Internal and External Engagement Opportunities

- As a key member of the philanthropy team, establish and maintain relationships with donors (as appropriate) 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

Workplace Health & Safety

For the purposes of the Workplace Health and Safety Act and Regulations the Receptionist must ensure that she/he:

- takes reasonable care of the health and safety of themselves and others;
- works in a safe manner and follows procedures introduced for his/her protection;
- participates in any training or education necessary to enable him/her to work safely including familiarisation with the STC's WH&S Policy;
- reports any unsafe work practices or conditions to his/her supervisors;
- co-operates with Sydney Theatre Company in their efforts to comply with workplace health and safety requirements.

Environmental Sustainability

To support the Company's vision of becoming the world's most sustainable theatre company, the Receptionist must ensure that she/he:

- takes reasonable steps towards minimising the environmental impact of their role and that of the Company;
- works in an environmentally responsible manner and follows procedures introduced to this end;
- participates in any training or education necessary to enable them to work sustainably including familiarisation with the Company's various green policies;
- brings to the attention of the internal Green Team any situations or practices that could be improved in relation to environmental performance; and
- co-operates with Sydney Theatre Company in their efforts to lead in the area of environmental sustainability.

SELECTION CRITERIA

- An appreciation of the art form of theatre, especially in an Australian context
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- Technically capable with strong budget management, analytical and reporting skills (Microsoft Excel 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 if required