

ORGANISATIONAL ENVIRONMENT / OPERATIONAL FRAMEWORK

The Catholic Archdiocese of Brisbane stretches from the NSW border, north to Hervey Bay and Childers and west to Kingaroy. Within these boundaries, the Archdiocese operates 97 parishes, 141 schools and the Centacare social services arm that performs inspiring work.

Archdiocesan Services (ADS) supports the mission of the Church through service to parishes and agencies of the Archdiocese by providing advice and expertise in the areas of technology, banking, fundraising, finance, property and building services, internal and external communication, and human resource management, employment and industrial relations.

The Communication and Engagement Office is part of Archdiocesan Services and consists of the Catholic Foundation, Marketing, Communications, and The Catholic Leader Newspaper teams. The Communication and Engagement Office is responsible for strengthening relationships with internal and external stakeholders, media and the public by promoting the human face of the Church in action and securing philanthropic resources to fund the good works of the Church.

The Catholic Foundation executes fundraising strategy through a wide-range of activities including major gifts, bequest promotion, mail appeals, parish and school appeals, events and other methodologies throughout the year aimed at building the relationship between potential benefactors and recipient ministries.

MAIN PURPOSE / OBJECTIVE OF ROLE / PRIMARY OBJECTIVE

In accordance with Catholic social teaching and the priorities of the Communication and Engagement team, the Donor Relations Manager identifies, secures and increases major gift and bequest donations, primarily through individuals, to drive significant philanthropic engagement for the charitable works of the Archdiocese of Brisbane.

This position uses a contemporary, donor-centric fundraising plan which includes moves management of donors from cultivation to solicitation to stewardship. This position works within a donor relations team focused on securing annual operational funding, building the bequest pipeline, growing the endowment portfolio, and conducting donor stewardship events that raise money for mission and promote the values of the Archdiocese of Brisbane. This individual personally manages a portfolio of high-capacity major donors and prospective bequest donors to align and inspire their philanthropic giving with the needs of Archdiocesan charitable causes.

KEY ACCOUNTABILITIES / JOB ROLE / SPECIFIC DUTIES / TASKS / RESPONSIBILITIES
"So that" – produce OUTPUTS / EXPECTATIONS

KRAS	Outputs / Expectations
Support the Archdiocese's mission and values.	
Develop an annual moves-management strategy for the fundraising of major gifts that aligns with the strategic objectives of the Catholic Foundation.	Action steps are recorded using the Raiser's Edge CRM to strategically cultivate relationships with donors and expand philanthropic support.
Manage a select portfolio of a minimum of 125 current and prospective donors capable of giving at major gift levels and/or a bequest. Develop written strategies and proposals, purposefully guide individuals to consider major investments in charitable works of the Archdiocese and develop relationships to maximize their giving potential over time.	The minimum activity expectation will be approximately 200 face-to-face, recordable visits with potential or existing benefactors annually. The minimum solicitation expectation will be \$1 million annually.
Effectively work with the Communication & Engagement Team, share expertise and guidance to contribute to the success of the team.	The expertise of the team continues to expand and they continue to meet their KPIs.

<p>Work closely with and coordinate cultivation and solicitation activity with other archdiocesan representatives including the archbishop, bishops, clergy, religious, the Communication and Engagement team, and other stakeholders and volunteers.</p> <p>Work in concert with the Donor Relations Team to lead the prospect management process to ensure coordination of individual cultivation, solicitation, and stewardship moves for donors and prospective donors.</p> <p>Participate in the creative development of communications materials to support the articulation of the case for support, solicitation of gifts, and reporting to benefactors.</p> <p>Plan, coordinate and implement activities to generate a greater sense of connection and ownership of the mission for major gift benefactors.</p> <p>Track progress against measurable outcomes, analyse results, formulate methods for improvement.</p> <p>Stay abreast of contemporary best practices in fundraising.</p>	<p>Donors feel supported and appreciated by the organisational leadership. The leadership is present at key donor cultivation events.</p> <p>Bi-Weekly Prospect Management Committee keeps a current list of donor portfolios for each donor relations manager and ensure the cultivation cycle is moving forward for key relationships.</p> <p>Produce solicitation letters and proposals, scripts, and other collateral materials associated with the solicitation of major gifts.</p> <p>Donors feels well informed and have a clear understanding of how their fund are being used. Donor survey results are favourable.</p> <p>Provide timely, written reports regarding the outcome of cultivation and solicitation activities to the Director, Communication and Engagement, and others as appropriate.</p> <p>Educate the Catholic Foundation team regularly about these practices.</p>
<p>Uphold the Archdiocese’s commitment to safeguarding Children and Vulnerable Adults at all times.</p>	<p>Ensuring that children, young people and vulnerable adults are valued and respected. Demonstrates an understanding of children’s development needs and culturally safe practices.</p>
<p>Meet their obligations under relevant legislation including Workplace Health and Safety, Child Protection, Privacy, Data Protection, Workplace Gender Equity and Anti-Discrimination.</p>	<p>Conscientiously comply with all statutory/legal obligations while protecting the good name of the organisation and minimising any legal risk exposures.</p>
<p>Support the Archdiocese’s contribution to Reconciliation by identifying opportunities for First Nations Australia people.</p>	<p>Demonstrating commitment to “closing the gap” in life expectancy for First Nations Australia people.</p>
<p>Any other duties requested.</p>	<p>To support the team and ethos of the organisation.</p>

<p>PERFORMANCE ASSESSMENT / INDICATORS / MEASURES / KPIs / PERFORMANCE STANDARDS</p>	
<ul style="list-style-type: none"> • Increased revenue stream and more effective fundraising outcomes. • Timely and accurate delivery of information and/or services. • Feedback from client groups. • Organisation’s compliance level with legislative requirements. 	

<p>CUSTOMERS</p>	
<p>EXTERNAL</p>	<p>INTERNAL</p>

Parishes BCE Schools Holy Spirit Seminary Donors Volunteers	Communication and Engagement Staff Archdiocesan Services and ADF Staff Director, Communication and Engagement Executive Director of Archdiocesan Services Director, Clergy Office Rector, Holy Spirit Seminary Director, Centacare Services Archbishop and Vicar General
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INCUMBENT REQUIREMENTS:

Competencies:

- Understanding and relating effectively to diverse constituents.
- Communicating in a clear, consistent, and transparent manner using high order communication skills: written, oral, digital, and listening.
- Computer literacy including sound knowledge of the Microsoft Office Suite and working with relational databases.
- Demonstrated planning and organizational skills, including ability to manage complex responsibilities.

Knowledge / Qualifications:

- Bachelor's degree from an accredited institution of higher education or equivalent.
- Driver's licence and a willingness to travel on behalf of the Archdiocese of Brisbane.
- Proven ability to achieve revenue goals while being aware of best practices, trends, and innovations in the development arena to include philanthropic support.

Work Experience:

- At least five years' experience as a gifts officer in a non-profit organization or equivalent experience.
- A demonstrated track record of soliciting and closing six- and seven-figure major gifts and bequests.

Personal Qualifications and Attributes

- A compassionate and empathetic person who creates a positive, inclusive work environment that values experience and new ideas.
- Behaviour compatible with Catholic Social teaching (e.g., treating individuals with dignity and respect).
- Ability to work effectively with clergy, religious, staff and volunteers.
- Affinity with the overall mission of the Archdiocese of Brisbane and behaviours consistent with Christian values.
- Personal characteristics associated with successful development professionals, including sound judgement, impeccable integrity, demonstrated initiative, and attitude and personality to work effectively with colleagues, Archdiocesan clergy, religious, lay staff, volunteers, and constituents.
- Ability to maintain the confidence of others in dealing with sensitive information.

CHALLENGES / PROBLEM SOLVING CHALLENGES OF ROLE

- Balancing competing work priorities and operating with limited resources.
- Travel within the Archdiocese of Brisbane that is both extensive and may be out of normal business hours in order to achieve necessary work outcomes.
- Develop effective communication with a variety of stakeholders and maintain effective operational networks.

VERIFICATION / AUTHORISATION

Approved by: _____ (Position/ Title) _____ (Name)

_____/_____/_____
(Signature) (Date)

HUMAN RESOURCES VERIFICATION :

Approved by: _____
(Position/ Title) (Name)

_____/_____/_____
(Signature) (Date)

(NB: A Director Position or Positions that report to Directors require approval from an Executive Director)