

POSITION DESCRIPTION (PD) FOR Donor Relations Officer - QLD			
<i>All employees/workers within Catholic Mission must have a position description.</i>			
Position Title (Generic):	Officer	Position Title (Specific):	Donor Relations Officer - QLD
Reporting to:	Senior Donor Engagement Officer	Direct Reports:	None
Position Location:	Diocese BRISBANE If Other, please identify: Click here to enter text.	Position Code:	DRO-FT
Full Time Equivalent (FTE):	Full-time (37.5hpw)	Date:	14 Mar 2022
Financial Authority:	<input checked="" type="checkbox"/> Authority level to \$ 0 <input checked="" type="checkbox"/> Credit card to monthly cap of \$3000	Rem Code:	GH
		Rem Steps:	From: S25 To: S32
		Award	No Award - ACBC guidelines
About Catholic Mission	<p>Our Vision That all may have life in Christ.</p> <p><i>"I came that they may have life, and have it abundantly." (John 10:10)</i></p> <p>Our Mission As the Pope's international mission agency we respond to the call to love God and to love our neighbour by forming individuals and communities as missionary disciples of Jesus who share their faith in action and through prayer.</p> <p>We share in God's mission to reach out, give life by sharing our personal and financial resources to:</p> <ul style="list-style-type: none"> • proclaim the Gospel • serve people in need • act for peace, justice and creation <p>in partnership with local churches so that all may have life in Christ.</p> <p><i>"Love one another. Just as I have loved you, you also should love one another." (John 13:34)</i></p>		
Purpose of Role	<p>This role exists within the Fundraising Team of Catholic Mission (CM) but is located in our Brisbane Diocesan Support office, supporting major gifts and gifts in Wills activities for Queensland (QLD).</p> <p>The Donor Relations Officer (DRO) is responsible for identifying, nurturing, and growing the number of individuals, from mid-level donors to confirmed bequestors, as a part of our national Major Gifts and Gifts in Wills programs. The DRO will also work to establish philanthropic opportunities with trusts, foundations, and corporates to help sustainably grow income consistent with our values and goals for the Archdiocese of Brisbane & Diocese of Toowoomba.</p> <p>The primary focus of this role is:</p> <ol style="list-style-type: none"> 1. Program Coordination: work with the Senior Donor Engagement Officer (SDEO), the Diocesan Director (DD) for the Archdiocese of Brisbane and the Diocese of Toowoomba, and other stakeholders to deliver two of CM's main fundraising programs – Major Gifts and Gifts in Wills – within those dioceses. 2. Growth: actively grow the number of major gifts and confirmed bequests. 3. Engagement: nurture high value donors and bequestors, ensuring long-term interest in CM and continued support of our vision. 		

	<p>4. Connection: provide guidance and support to QLD Diocesan Directors (DDs) and collaborate with other CM staff to deliver the Major Gifts and Gifts in Wills programs.</p> <p>5. Improvement: look at new ways to strengthen and grow the Major Gifts and Gifts in Wills programs.</p> <p>Major Gifts and Gifts in Wills Programs</p> <p>CM’s Major Gifts and Gifts in Wills programs play a pivotal role in our Fundraising and represent almost 30% of total CM fundraising income. This role is essential in helping acquire, grow, and steward donors and bequestors for CM’s work, and to achieve CM’s mission.</p>
Primary Duties & Key Performance Indicators (KPIs)	
Key Responsibility Areas – Expected End Results	Key Performance Indicators (KPIs) – Measures of Success
<ul style="list-style-type: none"> • Program Coordination 	<ul style="list-style-type: none"> ▪ Deliver CM’s Major Gifts and Gifts in Wills programs in the Archdiocese of Brisbane and the Diocese of Toowoomba. ▪ Outwork the national gifts in Wills strategy to acquire, grow and retain bequestors, also identifying and nurturing prospects across the supporter base. ▪ Outwork the major gifts strategy to identify, nurture and grow mid-level to major donors, including trusts and foundations. ▪ Secure major gifts from individuals and corporate donors increasing income attributable to the activities of the DRO for projects, and sponsorships for events. ▪ Work with the Senior Donor Engagement Officer and Director for the Archdiocese of Brisbane and the Diocese of Toowoomba to set, manage, and reach targets. ▪ Support the preparation of budgets, and report against budgets monthly. ▪ Share fundraising best practice measures with relevant internal stakeholders, with a view to support them in the delivery of the national major gifts and gifts in Wills programs. ▪ Identify and interview confirmed bequestors for testimonials in donor newsletter, submitting articles ahead of deadlines for March, July, and December. ▪ Follow-up all leads for bequests and major gifts immediately, regardless of source, journeying with supporters through their next steps and key decisions. • Keep accurate and up-to-date records in Customer Relationship Management (CRM) database of all contact and activities with all mid and major donors, bequestors and prospects.
<p>2. Growth</p>	<ul style="list-style-type: none"> ▪ Actively grow the number of major donors and confirmed bequestors through managing and nurturing existing relationships, as well as identifying, cultivating, and soliciting new relationships, including trusts and foundations. ▪ Implement activities to convert gift in Will leads to a confirmed status. ▪ Implement activities to grow major donors and income, including events. •
<p>3. Engagement</p>	<ul style="list-style-type: none"> ▪ Steward gift in Will supporters and major donors effectively, ensuring long-term interest in, and continued support of, CM’s mission. ▪ Develop and coordinate an annual calendar of strategic engagement activities to grow engagement, including support of our bequest circle, the Society of the Little Flower. ▪ Annual calendar of engagement activities to also include events as per below: <ul style="list-style-type: none"> ○ At least four events in the Archdiocese of Brisbane for high value donors, bequestors, and/or corporates at key times of the year, e.g., the end of financial year. ○ Supporting at least one annual event in the Dioceses of Townsville, Rockhampton, Toowoomba and Cairns for high value donors, bequestors, and/or corporates at key times of the year. ○ Generate additional interest in and income for the work of CM. ▪ Implement donor care activities, including visits, calls, events, and letters to nurture key donor relationships and provide opportunities to meaningfully connect with donors, bequestors and prospects.

	<ul style="list-style-type: none"> ▪ Manage communication to major donors and bequestors that enhances engagement and commitment, including annual reports, birthday and Christmas cards, birthday calls, milestones and project proposals, updates, and final reports. ▪ Engage donors in becoming mission aware and generally supporting the work of CM within the region.
4. Connection	<ul style="list-style-type: none"> ▪ Provide guidance and support to QLD DDs and collaborate with other CM staff to deliver both programs and help ensure, with the SDEO and DD for the Archdiocese of Brisbane and the Diocese of Toowoomba, that they are equipped and trained to successfully outwork major gifts and gifts in Wills strategies in their dioceses. ▪ Participate in meetings with peer DROs to share outcomes, challenges, and wins in the role, with a view to support each other in delivering the national major gift and gift in Will programs.
5. Improvement	<ul style="list-style-type: none"> • Work with the SDEO and QLD DDs to look at new ways to strengthen and grow the Major Gifts and Gifts in Wills programs throughout QLD.
6. Comply with CM’s Safeguarding of Children and Vulnerable Adults policy and code of conduct.	<ul style="list-style-type: none"> • Comply with best practice for safeguarding children and vulnerable people in accordance with established laws, standards and organisation policy and procedures. • Breaches are identified and reported where appropriate, in order to eliminate or prevent the abuse of children and/ or vulnerable people. • For those in managerial or supervisory roles: Promote and implement safeguarding training (including induction and ongoing training), safeguarding practices and record-keeping within CM.
7. Comply with Catholic Mission work, health and safety measures and standards.	<ul style="list-style-type: none"> • Comply with best practice for safe work practices in accordance with established laws, standards and organisation policy and procedures. • Risks/hazards are identified and reported where appropriate, in order to eliminate or prevent the risk recurring. • Consultative processes provided by Catholic Mission are engaged. ▪ For those in managerial or supervisory roles: Promote and implement workplace safety training (including induction and ongoing training), practices and record-keeping within CM.

Challenges of the Position

- Building the major donor pipeline.
- Building the bequest base.
- Establishing connections with and securing gifts from corporates, trusts and foundations.
- Supporting regional Diocesan Directors within QLD.
- Being a part of both a local team in Brisbane, and a remote team spread across the country.

Person Specification

Essential	<i>Knowledge</i>	Desirable	<i>Knowledge</i>
	<ul style="list-style-type: none"> • Understanding of and commitment to Catholic principles, values and global mission. • Understanding and appreciation of the role of the Catholic Church in mission. • Understanding of the not-for-profit sector. • Understanding fundraising, major gifts and gifts in Wills solicitation and stewardship principles. 		<ul style="list-style-type: none"> • Understanding of Catholic Church structure and culture.

Essential	Experience <ul style="list-style-type: none"> • Demonstrated achievement in the development and implementation of major gifts and/or bequest fundraising programs and activities including the development and use of networks OR equivalent experience in securing funds from high-net-worth individuals and/or business leaders in a commercial role. • Minimum 2 years of relationship-based fundraising experience and proven success in personally increasing major gift donations, bequests or high value sales OR equivalent experience in a comparative role in the corporate sector. 	Desirable	Experience <ul style="list-style-type: none"> • Data mining and analysis and implementing findings to drive outcomes. • Coaching team members to help drive organisational outcomes and targets.
Essential	Skills <ul style="list-style-type: none"> • Ability and drive to conduct high volume of outbound supporter calls and visits in line with fundraising targets and KPIs. Be outcomes driven. • Event management and facilitation skills particularly concerned with fundraising and financial commitment events. • Self-directed and motivated with a disciplined and determined approach. • Exceptional interpersonal skills including an ability to establish rapport with donors, potential donors, bequestors, business executives and accomplished entrepreneurs, in addition to senior church leaders. • High level of efficiency, accuracy and attention to detail, particularly in relation to time management, multi-tasking, prioritising tasks according to level of importance. • High level of competency in use of computer applications such as MS-suite of products (Word, Excel and PowerPoint), use of email, use of databases (previous experience using iMIS is preferable). • Excellent written and verbal communication skills; notably comfortable and competent in public speaking. 	Desirable	Skills <ul style="list-style-type: none"> • An ability to have conversations with people that inspire them to support our work, make them enthusiastic about the role they can play in Mission and move them to action, as financial partners.
Other	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> All applicants must be eligible to work within Australia. <input checked="" type="checkbox"/> A Criminal History Check is required for this position. <input checked="" type="checkbox"/> A Working with Children Check is required for this position. <input checked="" type="checkbox"/> This position requires occasional travel within QLD region. <input checked="" type="checkbox"/> Commitment to CM's agency requirements, including attendance at staff and management meetings; completion of all finance and operational reporting requirements as per CM's policies and/or line manager's directive, adherence to program, HR and Finance policies and procedures. <input checked="" type="checkbox"/> You will receive a Mobile Phone Allowance of \$325pa. 		

	<input checked="" type="checkbox"/> Requires own car (will be reimbursed petrol). <input checked="" type="checkbox"/> Capacity to work outside standard business hours.		
Key Stakeholders/Relationships			
Internal	<ul style="list-style-type: none"> • Senior Donor Engagement Officer • Fundraising Director • Director - Archdiocese of Brisbane & Diocese of Toowoomba • Regional QLD Diocesan Directors • Brisbane Diocesan Support Team <ul style="list-style-type: none"> ▪ National Office teams ▪ Other DROs 		
External	<ul style="list-style-type: none"> • Catholic Mission donors, bequestors and prospects • Corporates • Vendors and suppliers 		
PREPARED BY		REVIEWED BY	
Name	Matthew Gibson	Name	Sharon Messina
Position Title	Senior Donor Engagement Officer	Position Title	HR Director
Date	17 May 2023	Date	17 May 2023
AUTHORISATION			
Name	Brian Lucas		
Position Title	National Director		
Date	17 May 2023		