

ADRA Australia

Relationships Manager

Commitment: Full-time

Location: Wahroonga, Sydney



About the role

The Adventist Development and Relief Agency (ADRA) Australia is seeking an experienced Relationships Manager who is passionate about developing and nurturing relationships to have maximum impact towards our purpose to serve humanity so all may live as God intended.

The Relationships Manager will work within the Supporter Engagement team and is responsible for identifying and delivering a pipeline of major donors (\$5k+) and nurturing existing supporters to maximise retention and donations. They are also accountable for maintaining relationships with current bequest individuals and growing the program.

This role will be an integral part of the team and will work autonomously and efficiently to ensure that they contribute to the attainment of specific goals and results for the Supporter Engagement team and the organisation.

You will be tasked with living out our values of Connected, Courageous and Compassionate in all interactions with others, and will thrive being outward facing, relational and representing ADRA.

The successful applicant must have the legal right to live and work in Australia at the time of application.

The Job Description for the role is included at the end of this document and will give you more specific information on this exciting and challenging role.

About ADRA Australia

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into more than 118 countries, we are motivated by our faith, to enable people and communities in Australia, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade (DFAT) and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS).

Our Values - We conduct our work by being:

Connected - working collaboratively for the best outcome for those living in poverty or distress.

Courageous - persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

About the Supporter Engagement Team

The Relationships Manager is appointed by ADRA Australia ADCOM and reports to the Supporter Engagement Director through the Senior Fundraising Manager.

The Supporter Engagement team works collaboratively with the following ADRA Australia teams:

- Emergency Management
- Finance/IT
- International Programs
- National Programs
- People and Culture

SELECTION CRITERIA

Essential

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practice;
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia;
3. Tertiary qualifications in relevant discipline or demonstrated transferable skills in a similar role. 5+ years' experience in sales, business development, account management, fundraising and / or not-for-profit sector. Strong relational and influencing skills, innovative strategic and problem-solving thinking, to achieve desired outcomes.
4. Proficiency in Microsoft Office with confidence in data management in various software programs with accuracy and confidentiality.
5. Demonstratable ability to work within the key ADRA Competency Framework key competencies (see below) for this role of: 13.2 Persuading & Influencing, 3.3 Presenting & Communicating Information, 6.2 Delivering Results & Meeting Expectations, and 5.3 Formulating Strategies & Concepts
6. Demonstrated capacity to work consultatively and collaboratively with internal, external and international stakeholders of various backgrounds, cultures and ages and communicate effectively;
7. Demonstrated church and government relationship building and networking skills;
8. A passion for social justice and sustainable development with a coherent understanding of the causes and mechanisms which create injustice and poverty;
9. Ability to travel within Australia.
10. Ability to easily build rapport and collaborate with people from various backgrounds, including social, economic, cultural backgrounds.
11. Excellent interpersonal and relationship building skills focused on providing exceptional donor and supporter care.
12. Excellent verbal, written and presentation skills.
13. Success in making unsolicited calls and developing cultivation and solicitation strategies.
14. Ability to research and qualify prospects; negotiate, present and articulate a case for support; and attract donations through a donor centred approach.
15. Demonstrated ability to deliver on income and activity based KPI's.
16. Demonstrated project management and time management skills including ability to set priorities and work to deadlines.
17. Ability to track, analyse and report on progress towards goals.

Desirable

1. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose, and compliance with overarching protocols.

Key Competencies

- **Persuading and Influencing**
Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.
- **Presenting and Communicating**
Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- **Delivering Results and Meeting Expectations**
Focuses on individual's needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

- **Formulating Strategies and Concepts**

Works strategically to realize ADRA's goals; sets and develops strategies; identifies, develops positive and compelling visions of ADRA's future potential; takes account of a wide range of issues across, and related to, ADRA.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in Australia.
- Commitment to abide by the ADRA Australia Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia takes the prevention of sexual misconduct, harassment and child safeguarding seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain a foreign police check, and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether or not they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia or overseas. This is included in the Job Application Form.
- The names of all applicants who are interviewed will be screened against a database/s of persons representing a heightened risk including the Adsafe* database.
- The successful applicant will be based at ADRA Australia head office in Wahroonga (NSW).

How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your application letter, resume and Employment Application form - along with the names of three work related referees to: HR@adra.org.au.

If you have questions or need further information, please contact:
Gianina Coutts, Human Resources Coordinator for ADRA Australia,
Phone +61 2 9473 9525 or email: HR@adra.org.au.

ADRA Australia is an inclusive and Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.

See Job Description and Employment application forms following.



Connected
Courageous
Compassionate

Position Title:	Relationships Manager
Department:	Supporter Engagement
Reports To:	Senior Fundraising Manager
Team Supervision:	N/A

Full / Part Time:	Full Time
Revised Date:	August 2023

Purpose of Position: A basic statement that describes the intent of the position.

The Relationships Manager is responsible for executing a major donor and bequests development strategy, nurturing relationships with existing and potential major donors and bequestors, and to proactively solicit major gifts.

Behavioural Expectations: Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA Australia Code of Conduct and related policies

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

Tertiary qualifications in relevant discipline or demonstrated transferable skills in a similar role. 5+ years' experience in sales, business development, account management, fundraising and / or not-for-profit sector. Strong relational and influencing skills, innovative strategic and problem-solving thinking, to achieve desired outcomes.

ADRA Competency Framework: 3.2 Persuading & Influencing, 3.3 Presenting & Communicating, 6.2 Delivering Results & Meeting Expectations, 5.3 Formulating Strategies & Concepts

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility	Actions / Tasks / Objectives	Measures of Success / KPI's
Groupings or areas of responsibility	What has to get done in this area	How job performance will be measured
STRATEGY DEVELOPMENT AND IMPLEMENTATION	<ul style="list-style-type: none"> Implement and maintain a sustainable major donor acquisition, conversion and engagement strategy that stewards major donors, increases engagement, and cultivates and recognises major donors to increase the total value of major gifts to ADRA Australia. Implement an integrated bequests (gift in Wills) strategy, stewarding confirmed bequestors through targeted supporter communication and engagement activities, while encouraging potential bequestors to include a gift in their Will to ADRA, to increase the number and value of bequests pledged to ADRA Australia. 	<ul style="list-style-type: none"> Consistently reflects the mission and values of ADRA Australia and the Seventh-day Adventist Church. Consistently meets acquisition, retention, and growth in lifetime value targets for major donors. Consistently meets bequest acquisition and retention objectives. Grows the major donor and bequest program year-on-year.

BUSINESS DEVELOPMENT AND ACCOUNT MANAGEMENT	<ul style="list-style-type: none"> • Proactively research and qualify prospective major donors and bequests, maintaining a pipeline of prospects and tailoring communications that balance supporter interests, program needs and the objectives of ADRA Australia. • Develop and maintain relationships with, at least, the top 200 major donors and confirmed bequestors / bequest prospects through personal visits, phone calls, church visits, impact reporting, tailored proposals, recognition initiatives as well as other regular correspondence. • Develop and maintain accurate supporter records in Salesforce to ensure effective supporter management and visibility. • Ensure all material, collateral, reports, proposals, and supporter-facing content is fit for purpose and suitable for a philanthropic / major donor audience. 	<ul style="list-style-type: none"> • A management plan/pipeline for major donors and bequests that is well-maintained and current. • Maintains detailed calendar of activities for relationship building with major donors and bequestors. • Develops/communicates content suitable for a professional, philanthropic, and major donor audience. • Maintains up-to-date records on Salesforce.
STAKEHOLDER MANAGEMENT AND AMBASSADORSHIP	<ul style="list-style-type: none"> • Facilitate the fulfilment of bequest commitments by liaising with executors, Conference Bequest Officers, and other relevant stakeholders. • Liaise with CEO, Department Directors, and Programs teams to further develop relationships with major donors and to present relevant and accurate funding options. • Attend and represent ADRA at relevant events, conferences, and church services to grow awareness of ADRA's work and engage with major and potential major donors. 	<ul style="list-style-type: none"> • Bequest monies are effectively channelled to ADRA Australia from executors, bequest officers and other stakeholders within reasonable timeframes. • Involve CEO in major donor relationships when appropriate and understand programmatic needs to present to major donors for funding. • Event attendance results in donations or major donor leads, as well as an increased awareness and engagement with ADRA.

Employee Signature:
Print Employee Name:

Supervisor(s) Signature(s):
Print Supervisor Name:

Date: / /



Employment Application Form

Title		First Name		Last Name	
Current Address: (Street, Town, State, Post Code, Country)					
Phone No.	Home		Mobile		Work
Email				Gender	
Position applying for:					
GENERAL					Type in "Yes" or "No" or an appropriate comment
1. Are you ALREADY legally entitled to live and work in Australia?					
If the response to Question 1 is No, we are unable to consider your application and there is no need to proceed any further.					
2. What prompted you to apply for this role? Why would you like to work for ADRA?					
3. Do you have any illnesses or injuries which may affect your ability to perform the essential requirements of the job for which you have applied? If yes, please provide details below:					
SAFEGUARDING					
4. ADRA Australia's strict safeguarding policies aim to help protect children, young people and vulnerable adults. In line with these policies are you willing to undergo a police check, a working with children check and be screened through Adsafes*?					
5. Do you have any convictions or charges related to child abuse? If yes, please provide details below:					
6. ADRA Australia has a zero tolerance to Sexual Exploitation and Harassment. Do you have any convictions or charges related to sexual abuse or harassment of any nature made against you in Australia or overseas? If you have responded "Yes", please provide details below:					
ADRA AS PART OF THE SEVENTH-DAY ADVENTIST CHURCH					
7. Have you ever worked for ADRA or any other entity of the Seventh-day Adventist Church in Australia or overseas under your current name or another name? If yes, please provide details of your last position below:					
8. Do you have any relatives currently employed by the Seventh-day Adventist Church? (We need to check any conflicts of interest.) If the answer is Yes, please list their names and places of employment below.					
Name		Place of Work			
9. Are you a practising Seventh-day Adventist? (If you are not an SDA, this does not exclude you from applying for the position).					

Being employed by ADRA Australia, which is part of the Seventh-day Adventist Church, involves understanding, representing and being committed to the Church's mission and lifestyle in your professional life. (Our code of conduct policy is available on request.) Please respond to the following two questions.

10. Do you understand the Church's lifestyle values? (These include abstinence from tobacco, alcohol, recreational drug use, immoral, illegal conduct, etc.)	
11. If you are employed by ADRA Australia, are you happy to reflect its purpose and values in your work and adhere to its lifestyle values in your professional life?	

I understand, agree and declare that:

1. If required by ADRA Australia I will undertake a pre-employment medical screening by an ADRA designated practitioner who shall pass completed details of the examination to ADRA (Refer Point 3).
2. If required by ADRA, I will produce documentary evidence relevant to this application e.g. identification, work visa, evidence of my qualifications, etc.
3. Any statement made by me in this document which is found to be deliberately misleading shall render me, if employed, liable to dismissal.
4. The Terms and Conditions of my employment shall be in accordance with:
 - (a) Any applicable State or Federal Laws.
 - (b) The appropriate Industrial Award and/or church policy.

Signature	Date

**Adsafe has been established by the Seventh-day Adventist Church as a service and resource to assist local Churches and Denominational Entities to protect children and vulnerable adults, to comply with applicable legislation and to develop denominational policy.*