

Position Description

Title: Supporter Relations Manager / Team Leader

Workload: 0.4-1 FTE (negotiable)

Purpose of the Position

To grow a movement of people to support UnitingWorld's work in international missional collaboration to fight poverty, injustice and violence. To lead and execute a strategy of building strong relationships with individuals and groups who financially support, advocate for and prayerfully connect with UnitingWorld's partners and programs.

Business Context

UnitingWorld collaborates with churches across the Pacific, Asia and Africa to deliver programs that address poverty and injustice and build leadership and institutional capacity.

UnitingWorld is an agency of the Uniting Church in Australia (UCA), working exclusively through collaboration and relationships with partner churches in our region. The relevance and effectiveness of UnitingWorld programs is built on the foundations of strong partnerships between churches, based on shared faith and history.

UnitingWorld programs focus on themes that are significant existential issues for our partners: poverty alleviation, gender equality, disaster/climate change preparation and leadership and organisational capacity. UnitingWorld interprets the rigorous principles of sustainable community development through the lens of our Christian faith, is committed genuine mutuality with our partners, transparency, accountability and strong governance.

UnitingWorld has a strong supporter base within the UCA, from an older demographic. We are pursuing strategies to engage and inspire new generations, inviting them to join in a movement that brings transformation to vulnerable communities overseas, and challenges and grows our supporters to live lives of purpose and integrity.

The Australian Partnerships Team at UnitingWorld is entrusted with the growth and nurture of UnitingWorld supporters through relationships. This team also oversees UnitingWorld Ambassadors who are volunteers who have agreed to advocate for UnitingWorld on our behalf in the community.

Working relationships:

Reports to: Head of Fundraising and Communications

Supervises: Members of the Australian Partnerships team (APT)

Works alongside: Associate Directors for International Programs & teams

Location & Scope of Role

This role is based in Sydney. The hours are negotiable.

The basic role, up to 0.4 FTE is the management of supporter relationships in NSW. For the right candidate with suitable skills and experience, the role could be extended to 0.8-1 FTE to include the leadership of the Australian Partnerships Team and the Ambassador network.

Key Responsibility Areas

Donor Relationships

1. Identifying new and existing supporters of significant value to the agency and establishing a personal relational connection with them.
2. Nurturing relationships with these supporters through appropriate regular contact; thanking, reporting-back, increasing understanding and engagement with projects and partners, and inviting supporters to deepen their commitment and contributions to projects and partners.

Congregational relationships

1. Visiting congregations and promoting the work of UnitingWorld and offering multiple pathways for communities to support UnitingWorld through fundraising, prayer and advocacy.
2. Supporting congregations to identify and commit ongoing support to a UnitingWorld program, and negotiate the arrangements and expectations around that commitment.
3. Nurture congregations and report back on project developments, supporting the relationship through frequent communications and visits where appropriate.

Team Leadership (for the extended role)

1. Manage the work of the Australian Partnerships Team (APT) and the Ambassador Program to deliver growth in financial support through the nurture of supporter relationships.
 - a. Develop, implement and monitor innovative plans for nurturing supporter relations within agreed budgets and with agreed objectives.
 - b. Recruit, manage and support staff in the APT: plans and priorities, monitoring and reviewing performance, professional development support.
 - c. Analyse and report the impact of the Australian Partnerships Team and the Ambassador Program on relational health and financial support.
2. Lead the recruitment, training and support of Ambassadors.
3. Keep excellent financial and administrative records using the Salesforce database as appropriate.
4. Ensure all APT communications with donors and stakeholders maintain the highest standards of integrity, are in line with UnitingWorld policy and compliant with applicable laws and relevant guidelines from DFAT, ACFID and other bodies.
5. Work collaboratively with the fundraising and donor relations staff, with regular sharing of information and learnings to continuously improve team performance.
6. Contribute to the overall leadership and performance of the Agency
7. Undertake other tasks as required from time to time by the National Director.

Skills & Experience Necessary

Essential

1. Experience in establishing and cultivating strong relationships with professional and personal integrity
2. The ability to network and communicate with people of very diverse backgrounds
3. An understanding of church and/or faith based organisations
4. Experience in team leadership including coaching, mentoring and encouragement
5. Strong spoken and written communication skills
6. Ability to managing targets and priorities within a specified budget
7. Preparedness to work within the ethos and practice of the Uniting Church in Australia
8. Willingness to travel within Australia
9. Willingness to work on some Sundays to visit church congregations.

Desirable

1. A background in business development, sales, fundraising or relationship management.
2. Familiarity with international development and aid.
3. Familiarity with the Uniting Church in Australia.
4. Familiarity with Client Relationship Management (CRM) software.