

QUEENSLAND THEATRE

Position Description

Senior Philanthropy Coordinator

Position context

Queensland Theatre (QT) is one of the major performing arts companies in Australia and has more than 50 years of proud history creating an extensive repertoire of classic, contemporary, international and Australian theatrical works. We are committed to championing new voices on Australian stages and developing and presenting stories and experiences that inform, engage and entertain communities and audiences, locally, regionally, nationally, and internationally.

The Senior Philanthropy Coordinator is a member of the Development team that works to optimise financial support for Queensland Theatre from diverse sources – corporate partnerships, individual giving, trusts and foundations.

Role purpose

The Senior Philanthropy Coordinator plays a pivotal role in the annual philanthropic program and is responsible for stewarding a portfolio of individual donors and cultivating relationships and opportunities to build an engaged donor pipeline to support Queensland Theatre. The role includes implementation of annual giving strategies and a planned giving program and identifying a pipeline of prospective donors through effective research, cultivation, solicitation and stewardship.

Reporting relationship

The position reports to the Director of Development.

Key responsibilities

Objective 1: Philanthropic giving and engagement

Research and steward a portfolio of existing and prospective individual donors and cultivate relationships and opportunities to secure engagement and financial support.

- Provide support to the Director of Development in relation to the implementation of the philanthropy strategy, campaigns and giving program, including devising new initiatives to increase philanthropic revenue.
- Develop and implement plans to meet giving targets including the identification, cultivation, solicitation and stewardship of annual, planned and campaign donors.
- Manage a portfolio of existing donors ensuring relationship with philanthropists remain strong to nurture their ongoing support of Queensland Theatre.
- Research and build a pipeline of potential mid-level donors in order to grow the donor portfolio.
- With the Director of Development, manage the planning, building, implementation and tracking of key philanthropy campaigns, including the Annual Appeal and Giving Day.
- Plan and execute donor recognition and engagement events and prepare scheduled written communication and engagement/event materials, and supervise and train the Development Coordinator in this process.

- Attend, when required, Queensland Theatre and Development team events, including philanthropy and corporate partnership events, to assist with the delivery of the event, and the successful and appropriate engagement of donors or other stakeholders.
- With the Director of Development, manage Opening Nights and In-Season engagement with donors and prospective donors.
- Receipt donations \$1,000 and over.
- Manage and maximise the potential provided by a VIP ticketing service.
- Work with marketing and communications resources to create and maintain marketing and communications materials that assist in developing and maintaining donor relationships.
- Maintain knowledge of Australian and international trends/research in philanthropy.

Objective 2: Relationships and donor experience

Develop strong relationships with stakeholders to support and achieve income generation objectives.

- Cultivate, nurture and steward trusted relationships with existing and prospective individuals donors, to engage support for Queensland Theatre.
- Service relationships with donors by providing excellent customer service and timely responses to donor enquiries and requests.
- Ensure positive donor experiences through meaningful engagement opportunities and dialogue with donors and the efficient delivery of the philanthropy program.
- Develop and utilise polite and considerate interpersonal skills in all communications.
- Work with Development team members to develop and deliver an annual schedule of events and engagement opportunities for donors and donor prospects.

Objective 3: Administration and reporting

Provide administration support for the philanthropy program and broader team needs.

- Record information about and communication with all prospective and existing donors, including research material, engagement plans, stewardship plans and meeting reports.
- Develop and maintain information for required team and Board reports.
- Coordinate and ensure the timely dispatch of renewal and pledge letters, receipting and donor acknowledgement letters.
- Develop and write procedures for certain Development team activities, as required.
- Create and revise administrative tools (eg forms, templates etc) as required.
- Manage basic team finance administration (, budget oversight, board reporting).
- Consult the philanthropy expenses budget - and ensure events are delivered within budget parameters.

Objective 4: Database records

- Create and maintain (Tessitura) database records relevant to the Senior Philanthropy Coordinator activities with existing and potential donors.
- Analyse donor behaviour from database information to assist with building philanthropic pipelines, and to assist with planned giving programs and fundraising campaigns.
- With the Database Supervisor, ensure the Development team is trained in using and maintaining Tessitura records.
- Attend Tessitura training and workshops as required and share knowledge with team members.

Perform other duties as required to meet Development team and organisational needs.

Reflect Queensland Theatre values in the way work is performed.

Selection criteria

1. 3 years' experience working in philanthropy or community fundraising or equivalent giving activity, and donor relations with an understanding of a donor's motivations to support a particular cause.
2. Solid stakeholder and relationship management skills with a proven ability to build sustainable relationships with a wide range of donors and key stakeholders.
3. Strong communication skills (written and verbal) and presentation skills to engage stakeholders at all levels.
4. Experience coordinating successful fundraising events and client event programs.
5. Strong organisation skills with the ability to juggle competing priorities and deadlines while maintaining a flexible approach.

Desirable:

1. Tertiary qualifications in philanthropic studies, marketing or business-related discipline is highly regarded.
2. Strong understanding of the philanthropic landscape in Australia and associated trends.

Other attributes

- Honesty, integrity and a high standard of presentation.
- Excellent communication skills and the ability to communicate with people from diverse backgrounds.
- Strong client service and relationship skills with an ability to deepen connections that ensure building positive relationships with a diverse range of stakeholders.
- Strong organisational skills and the ability to collaborate and achieve results.
- Resourcefulness to find required information.
- Ability to work effectively as a team player as well as independently.
- Enthusiasm for the arts.

Work hours

Office hours are 9.00 am to 5.30 pm and as required. Some out-of-hours work is required to fulfil the requirements of the role including at performances and functions. Time in lieu provisions are offered at the discretion of management.

Additional information

Queensland Theatre is committed to ensuring the safety and wellbeing of our people – staff, patrons and visitors. COVID-19 has had a significant impact on the live performance industry and this is likely to continue into the immediate future. To this end, please note that under the Queensland Government's Vaccine Status Plan, it is a requirement of working at Queensland Theatre to be fully vaccinated against COVID-19 by 17 December 2021 (or sooner if the Queensland Government mandates an earlier effective date).