

JOB TITLE: Director of Engagement SA

CLASSIFICATION: SCHADS Level 7

LOCATION: Adelaide

REPORTS TO: Executive Director Membership and Engagement

DIRECT REPORTS: Engagement Lead WA/SA (0.2FTE)

KEY RELATIONSHIPS

- Membership & Engagement team (working closely with other Directors of Engagement)
- Knowledge and Practice team
- CEO, ED Membership and Engagement and other Philanthropy Australia staff
- Current and prospective members
- PA Members, Champions & Key Stakeholders

ABOUT PHILANTHROPY AUSTRALIA

Philanthropy Australia (PA) is the national peak body for philanthropy. We are an independent, not-for-profit organisation with more than 900 trusts, foundations, families, individual donors, professional advisers, companies, intermediaries and not-for-profit organisations as our members and partners.

We provide advocacy, networking, services, and resources to the philanthropic and not-for-profit sector, as well as information and research for the Australian community.

We are a growing movement of people and organisations who believe in the importance of giving and our members are proud to leverage their wealth and influence to create positive social change and community benefit. Our vision is for a generous and inclusive Australia. Our purpose is to inspire more and better philanthropy.

We support the wider philanthropic efforts of our membership through:

- Leading, advocating, and representing the philanthropic sector.
- Promoting the contribution of philanthropy by increasing understanding in the community, business and government.
- Inspiring and supporting new philanthropists.
- Increasing the effectiveness of philanthropy.
- Promoting strong and transparent governance standards in the philanthropic sector.
- Producing and distributing information to those seeking to understand, access, or partner with the philanthropic sector and to contribute to the growth of philanthropy and the philanthropic sector.

ROLE PURPOSE

The primary purpose of this role is to build relationships and engage with the philanthropic sector to help drive PA's effort to engage a larger and more diverse membership. This includes sector-building in SA to inspire a new wave of giving and foster better approaches to giving as outlined in PA's Strategic Plan.

The role participates as a key member of the national membership team and involves State-specific leadership with a national outlook.

This role works under limited direction and exercises managerial responsibility for various functions within the business unit, as a member of a specialised professional team. Involvement in establishing operational procedures which impact on activities undertaken and outcomes achieved by the unit and wider organisation is critical to this role, as is the formation and/or establishment of programs, procedures, and work practices within the unit and to provide assistance to other employees and/or business units. Responsibility for decision-making and the provision of expert advice to other areas of the organisation is expected, as is undertaking the control and co-ordination of major work initiatives.

KEY RESPONSIBILITIES

Member Relationship Development & Management – SA

- Develop, manage, and maintain relationships with SA members.
- Deliver and administer a quality end-to-end membership experience including personalised offerings for our Impact and Engaged members.
- Develop membership growth in SA including establishing clear targets, timetables, and strategies for prospecting, growing and renewing membership.
- Implement the SA annual membership services plan for more and better philanthropy working closely with Engagement Lead WA/SA.
- Connect members through delivery of quality member programs and services.
- Develop and deliver local networking opportunities and events in SA working with PA's Champions and key partners to extend the influence and reach of PA.
- Represent Philanthropy Australia in SA as appropriate.
- Deliver SA based projects and initiatives with state-based key stakeholders.
- Foster strong connections with whole of PA team.



Member Relationship Development & Management – National

- Contribute to the development and delivery of the national program of membership engagement.
- Work closely with the Executive Director Membership and Engagement and the Membership Team in the development of the national program of membership engagement and membership services.
- Work with the broader organisation, specifically the Knowledge and Practice Team, to develop and deliver a program of events and opportunities for members to develop and enhance their practice.
- Contribute to the development of member engagement professional learning and development and other priority initiatives to support better giving.

Financial & Operations Management and Reporting

- Lead financial management for the SA membership program, including:
 - Delivery and management of state revenue generation (renewal and retention) targets: memberships, partnerships, and state-based professional development programs.
 - Capture of engagement statistics, monitoring and reporting on SA engagement.
- Provide timely reporting and analysis of financial and key membership data as required.
- Undertake budget preparation and on-going management of SA related expenditure.
- Efficient use of resources to maximize returns.
- Ensure information about those we engage is always current in Salesforce and data integrity is not compromised.

Leadership

- Lead with a transparent, empowering and action-oriented approach to people management.
- Create a strong team culture aligned with PA's Values and Behaviours.
- Provide day-to-day line management, coaching and support to the Engagement Lead WA/SA
- Support the co-ordination, development and training of the Engagement Lead WA/SA and provide ongoing career support and development.
- Collaborate with the Engagement Lead WA/SA to develop their individual work plans and goals, ensuring they have clarity on their role and responsibilities.
- Provide regular coaching and feedback and conduct formal performance reviews.

Professional Practice

- Maintain effective links and relationships with other relevant stakeholder organizations in philanthropic sector.
- Maintain a current knowledge of national and international membership engagement & communication practices within membership-based organizations.
- Participate in PA's corporate life including attendance and assistance with stakeholder events both interstate and after-hours as required.
- Abide by Philanthropy Australia's Code of Conduct living the Values of the organisation.
- Ability to work outside of normal hours, and travel interstate, to support a national program of membership engagement including events.

SKILLS & EXPERIENCE

Qualifications

- Tertiary qualifications in Business, Economics, Social Impact or relevant field.

Experience

- Demonstrated strong leadership and interpersonal skills; including strategic thinking, ability to inspire others, positive interaction and effective problem solving.
- Demonstrated excellent stakeholder management, with a focus on member relations as well as Board, staff, key partners, and other stakeholders.
- Strong networks and knowledge of philanthropic and community sectors, including Private and Public Ancillary Funds, advisors, and corporate philanthropy.
- Motivated self-starter with management experience, including the ability to work as part of a small national team.
- A passion for philanthropy.

Skills

- Proven technical expertise across business development and marketing in a philanthropic or grant-making environment.
- Highly developed written and oral communication, negotiation, and presentation skills
- Proven ability to prioritize and juggle competing demands.
- Strong IT experience, using CRM's to report and use data and information strategically (Salesforce a distinct advantage).
- A passion for philanthropy and alignment to PA's vision and purpose.

Our values and behaviours

Respect

- We respect the inherent dignity of each and every human and each individual's skills, experience and contribution.
- We acknowledge the special connection of First Nations' Custodians to the lands and waters on which we work and pay our respects to First Nations Custodians and Elders past and present.
- We value when people give of their time, treasure, talent, and ties, to good causes.

Impact

- We encourage philanthropy that makes a real and lasting difference by supporting organisations in their programs, capacity, and advocacy.
- We practice, and foster, collaboration as we build connections for greater impact.
- We encourage funders to be strategic, catalytic, and responsive to need in their giving.

Trust

- We create welcoming environments that are safe, inspiring, and fun.
- We are caring and direct in our conversations, accountable for our decisions, and do what we say we'll do.
- We are committed to deepening trust between donors, service providers and beneficiaries.

Celebration

- We promote the joy of philanthropy and profile inspiring philanthropy.
- We celebrate and build a culture of learning.
- We create space for all voices to be heard and celebrated.

Humility

- We don't have all the answers and we look to learn from others.
- We grow from our mistakes and our vulnerabilities.
- We carve out time to be still and listen deeply.

Sharing

- We practice, and encourage, the timely sharing of information, knowledge, experience, and expertise.
- We work as one Philanthropy Australia team with a shared commitment to our vision, purpose and values.
- We share our appreciation with those who support and enable our work.