

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	Individual Giving Manager
DEPARTMENT	Communications
LOCATION	Yarraville
REPORTS TO	Head of Fundraising
DIRECT REPORTS	Fundraising Team and Volunteers
KEY CONTACTS	Fundraising Team, People & Culture Team, Chief Communications Officer
DATE	January 2024
AWARD & CLASSIFICATION	SCHADS, Level 5

ROLE PURPOSE

The Individual Giving Manager is responsible for growing and sustaining FBV funds through individual giving and philanthropic opportunities. The position will manage and mentor a team to develop an innovative fundraising strategy through campaigns, programs, activities, and events.

MAJOR ACCOUNTABILITIES

#1: Occupational Health and Safety

- Comply with all company policies, procedures, and code of conduct to enhance the organisation's reputation and achieve company vision through meeting our legal, moral, and ethical obligations.
- Ensure that Occupational Health and Safety standards and procedures are maintained by all employees, volunteers, and visitors within your department.
- Encourage continuous improvement in OHS practices by recommending changes and implementing agreed improvements.
- Maintain a safe work environment for yourself, customers, contractors and employees at all times.
- Lead by example and display an active commitment to company policy and OHS compliance.
- Identify and report all incidents and safety hazards so that the appropriate review and corrective action can be taken.

#2: Program Management and Development

- Contribute to the development of innovative fundraising strategies that push the boundaries of modern fundraising and the digital landscape.
- Develop strategies designed to cultivate successful relationships with donors and achieve approved income targets
- Oversee effective functioning of all fundraising programs, including annual appeals, regular giving and one-off campaigns
- Productively and positively engage with key internal stakeholders, including Marketing and Communications and Executive Team, to ensure a coordinated approach to fundraising
- Oversight of the communication with the Finance team to ensure funds received are appropriately recorded and managed
- Ensure annual board approved revenue targets are achieved and expenditure budgets stay within approved limits
- Manage suppliers to meet FBV's agreed outcomes
- Represent FBV at relevant public events, openings and industry forums, as required
- Undertake any other duties which might reasonably be deemed to be within the scope of the role and having regard for the skills and qualifications relating to the role

#3: Lead a Team in Fundraising

- Effective and productive management of direct reports, suppliers and volunteers within the department.
- Ensure that FBV's values and goals are understood and practiced throughout the team.
- Ensure that Team Annual Plans are developed and met.
- Develop and mentor the Supporter Care team to ensure the highest standards of customer service are met with respect to all donors.
- Perform regular reviews with employees, identifying and resolving performance issues, training and development requirements.
- Maintain a climate that attracts, retains and motivates staff and volunteers.

#4: Evaluation and Reporting

- Ensure that all department activities comply with relevant fundraising legislation, privacy legislation and FBV and FBA requirements.
- Responsible for tracking and reporting funding to all relevant stakeholders.
- Responsible for managing contacts and data within Salesforce, ensuring the highest standards of excellence with respect to donor management, including privacy.
- Ensure all internal reporting responsibilities and obligations are met, including reports to Board and Executive.

#5: Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate to ensure internal cohesion.
- Willingness to undertake training and development opportunities as appropriate to maintain and build knowledge.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Willingness to undertake other duties as required.
- Ability to problem solve the majority of issues within the department, only referring matters that require senior manager approval.
- Demonstrate the FBV values of empowerment, accountability, respect and integrity in all work activities.

TECHNICAL KNOWLEDGE

- Appropriate tertiary qualifications and/or equivalent experience.
- Ability and willingness to work outside normal office hours to support events on occasion.
- Substantial experience in a similar role within a not-for-profit organisation.

PERSONAL ATTRIBUTES

- Excellent understanding of the fundraising, economic and philanthropic environments within Australia.
- Willingness to try new approaches and develop and apply creative ideas.
- Strong experience managing a team to achieve KPIs.
- Experience coaching and developing staff.
- Excellent attention to detail.
- Well-developed verbal and written communication skills.
- Strong track record of achieving income growth targets within set timeframes.

VALUES

FOUNDATION BEHAVIOURS

Empowerment

- We provide the opportunity for ourselves and others to experience the value of our work.
- We recognise and celebrate our accomplishments.
- We develop team members and each other.

Accountability

- We encourage review and promote continuous improvement & learning.
- We accept mistakes and learn from them.
- We encourage excellence.

Respect

- We are inclusive.
- We allocate tasks that are fair and reasonable to achieve.
- We encourage open, constructive feedback.

Integrity

- We do what we say we will do.
- We do what we say we will do.
- We explain our decisions.

Equality	
	<ul style="list-style-type: none"> • We strive to foster a sense of belonging in our workplace. • We ensure all people we interact with feel welcome, and a part of our family. • We encourage people to be themselves.
Diversity	
	<ul style="list-style-type: none"> • We embrace diversity in all our people, their experiences, and points of view. • We recognise and encourage diversity in our workplace, in our programs and in the food, we provide to our partners. • We recognise and respect differences.