

FOODBANK VICTORIA POSITION DESCRIPTION



POSITION	Partnerships Coordinator
DEPARTMENT	Communications
LOCATION	Yarraville
REPORTS TO	Partnerships Manager
DIRECT REPORTS	Corporate Volunteers
KEY CONTACTS	Fundraising Team, Chief Communications Officer, People & Culture Team
DATE	March 2024
AWARD & CLASSIFICATION	SCHADS, Level 2

ROLE PURPOSE

The Partnerships Coordinator supports the Partnerships Manager to service existing corporate partners and develop new business opportunities through partnerships, events and other activities to raise funds and profile for the organisation.

The role includes account coordination across all corporate partnerships, management of the corporate volunteering booking system, maintenance of workplace-giving platforms, coordination and on-ground support for events, and other administrative tasks.

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 followed 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: Corporate Volunteer Booking Coordination

- Manage all corporate volunteer bookings across a range of events and locations, in line with revenue targets.
- Respond to all corporate volunteer enquiries in a timely manner.
- Manage and update bookings and associated records using Salesforce and online booking platform
- Ensure invoices are prepared and issued to corporate partners, and track status of payments.
- Liaise with the Volunteer Manager and Volunteer Coordinators on upcoming bookings.
- Proactively track and communicate how bookings are tracking vs revenue forecast.
- Work with the Partnerships Manager and marketing teams to promote the corporate volunteering program.
- Identify potential partnership or revenue opportunities with corporate contacts and actively promote other corporate opportunities as required.
- Ensure OH&S requirements are clearly communicated with corporate teams prior to attending.

#3: Administration and account management

- Provide ongoing administrative support to the Partnerships Manager.
- Account manage a selected portfolio of partnerships, including direct engagement with partners in regards to deliverables and account administration.
- Provide account coordination support across all partnerships.
- Manage tracking, scheduling, and reporting on contractual deliverables for all partners, in consultation with the Marketing Coordinator.
- Collate evidence of deliverables and performance results where appropriate, for reporting.
- Support the Partnerships Manager and Partnership Lead in preparation of regular reports for partners.
- Provide administrative and on-ground support for events, activations, launches, and other activities undertaken by the team.
- Work with the Partnership Lead to prepare invoices, reconcile, and code payments and donations, and record the same through Salesforce and internal finance systems.
- Administer workplace giving platforms, ensuring promotional content is up-to-date.
- Monitor and reconcile regular payments for workplace giving platforms in Salesforce and internal finance systems.

#4: Self-Management

- Positive participation in regular team meetings.
- Inform team members and other departments of relevant information as appropriate.
- Willingness to undertake training and development opportunities as appropriate. Willingness to perform other duties, as required.
- Effective time management and organisational skills demonstrated through ability to meet deadlines.
- Demonstrate the Foodbank Victoria values of empowerment, accountability, respect, integrity, diversity and equality in all work activities.

TECHNICAL KNOWLEDGE

- Relevant tertiary qualification and/or significant work experience.
- Experience working in a relevant role, preferably in the not-for-profit sector.
- Demonstrated administrative and account coordination experience.
- Demonstrated experience liaising directly with clients in a professional and timely manner.
- Proficient with Salesforce and MS Office products.
- Willingness to work outside of normal work hours to assist with events from time to time.
- Professional development training undertaken.
- Willingness to obtain a Working with Children check.
- Willingness to travel when required.

PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills.
- High attention to detail.
- Self-starter, able to multitask and prioritise tasks to meet deadlines.
- Experience providing exceptional customer service.
- Confident liaising with people at all levels in an engaging, friendly, and approachable manner.
- Ability and confidence to identify and 'up-sell' opportunities to existing partners and new business leads.
- Strong organisation and time management skills.

VALUES	FOUNDATION BEHAVIOURS
Empowerment	
	<ul style="list-style-type: none"> • 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	
	<ul style="list-style-type: none"> • We encourage review and promote continuous improvement & learning. • We accept mistakes and learn from them. • We encourage excellence.
Respect	
	<ul style="list-style-type: none"> • We are inclusive. • We allocate tasks that are fair and reasonable to achieve. • We encourage open, constructive feedback.
Integrity	
	<ul style="list-style-type: none"> • We do what we say we will do. • We call out an issue when it is evident. • 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.