

# Role Description

## Philanthropy Coordinator

**Department:** Philanthropy

**Reports to:** Head of Philanthropy

**Reports:** 0

**Review Date:** 30 October 2024

**Salary:** \$65,000 base + super + annual leave loading

### **Primary purpose of the role:**

The Philanthropy Coordinator is the very heart and soul of the Philanthropy Team. This person not only provides key support to the rest of the fundraising team, but also can be counted upon to bring a smile to any customer, donor or stakeholder interaction. Accuracy, efficiency and kindness are a must.

### **Key accountabilities:**

- Manage receipting and thanking by processing all donations, pledges and bequests in Tessitura database;
- Update and maintain accurate donor stakeholder contact details, Tessitura records and plans;
- Ensure all donor acknowledgements and membership listings are up to date in concert programs, the Sydney Symphony website and other collateral;
- Provide briefing documents for Executive team and Board Directors for meetings, events and concerts, including circulation of VIP and RSVP reports;
- Responsible for taking minutes at SSO Council meetings (3 per year) and distributing to attendees;
- Liaise with Box Office to assist with donor and VIP ticketing requirements;
- Solicit lower-level donations and undertake administrative duties as required to help achieve financial and budgetary goals;
- Monitor and reconcile team expenditure, code invoices and departmental credit card usage;
- Assist in the planning and preparation of Philanthropy events across each month which may include concerts, open rehearsals, interval drinks, post concerts or other special activities;
- Attend a rostered number of these in-person Philanthropy activities across each month;
- Other duties as required.




### **Qualifications and Skills:**



- Excellent people skills and demonstrated understanding of customer relationship management;
- Proven success in CRM database work;
- Highly organised, demonstrated ability to pay attention to detail;
- Flexible mindset – able to adapt to changing timeframes and competing deadlines;
- Excellent written & oral communication skills;
- Competence and/or training in business administration;
- Passion for the arts and music; and
- Demonstrated willingness to contribute to and be part of a positive work culture.

### **Professional Development:**

- Build communications skills;
- Develop fundraising skills;

## Capabilities:

Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	<b>Act with Integrity</b>	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate

Capability Group	Capability Name	Level
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>
 People Management	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

## Focus Capabilities:

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Intermediate	Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and follow legislation, rules, policies, guidelines and codes of conduct  Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct  Recognise and report misconduct, illegal or inappropriate behaviour

<b>Group and Capability</b>	<b>Level</b>	<b>Behavioural Indicators</b>
<b>Relationships</b> Communicate Effectively	Adept	<p>Report and manage apparent conflicts of interest</p> <p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Monitor own and others' non-verbal cues and adapt where necessary</p> <p>Create opportunities for others to be heard</p> <p>Actively listen to others and clarify own understanding</p> <p>Write fluently in a range of styles and formats</p>
<b>Relationships</b> Influence and Negotiate	Intermediate	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Respond constructively to conflict and disagreements</p> <p>Keep discussion focused on the key issues</p>
<b>Results</b> Deliver Results	Intermediate	<p>Complete work tasks to agreed budgets, timeframes and standards</p> <p>Take the initiative to progress and deliver own and team/unit work</p> <p>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</p> <p>Seek and apply specialist advice when required</p>
<b>Results</b> Think and Solve Problems	Intermediate	<p>Research and analyse information and make recommendations based on relevant evidence</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/unit</p>
<b>Business Enablers</b> Project Management	Intermediate	<p>Perform basic research and analysis which others will use to inform project directions</p> <p>Understand project goals, steps to be undertaken and expected outcomes</p> <p>Prepare accurate documentation to support cost or resource estimates</p> <p>Participate and contribute to reviews of progress, outcomes and future improvements</p> <p>Identify and escalate any possible variance from project plans</p>
<b>People Management</b>	Intermediate	<p>Ensure that roles and responsibilities are clearly communicated</p>

Group and Capability	Level	Behavioural Indicators
Manage and Develop People		<p>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</p> <p>Develop team capability and recognise and develop potential in people</p> <p>Be constructive and build on strengths when giving feedback</p> <p>Identify and act on opportunities to provide coaching and mentoring</p> <p>Recognise performance issues that need to be addressed and work towards resolution of issues</p>

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Send us: A covering letter of application and your CV.

Send to: Apply online or [recruitment@sydneyorchestra.com](mailto:recruitment@sydneyorchestra.com) (email is preferred). Applications close on the 8th of December 2024.

Eligibility: The Sydney Symphony Orchestra is an equal opportunity employer; the right to work in Australia; subject to a possible Police Check.

Further info: Fleur Griffiths - 0478 420 906 or [fleur.griffiths@sydneyorchestra.com](mailto:fleur.griffiths@sydneyorchestra.com)