

## Key Relationships Officer Position Description



### JOB OVERVIEW

TITLE	Key Relationships Officer
REPORTS TO	Key Relationships Manager
LOCATION	60 Leicester St, Carlton Currently remote home office. Flexibility possible after end of lockdown.
SALARY	EV3 \$67,302 - \$76,517 per annum, dependent on experience, plus superannuation and generous leave conditions
TERM	Permanent, subject to successful completion of probation

### WHO WE ARE

Environment Victoria is one of Australia's leading not-for-profit environment groups, with a strong history of running strategic, dynamic, people-powered and successful campaigns to take action on climate change and improve environmental protections. Together with our over 100,000 Victorian supporters we're campaigning to solve the climate crisis and build a thriving, sustainable society that protects and values nature. Our campaigning is solutions-based, founded on research and aims to build enduring community power. Our team of around 24 staff is effective, nimble, creative and fun.

This position sits in a successful fundraising team and is perfect for a passionate person who wants to build their skills in major donor fundraising to help solve the climate crisis. Previous experience is preferred but not essential. Enthusiasm and willingness to learn are more important. The Key Relationships Manager will provide mentorship and help you reach your goals. We strongly encourage applications from Aboriginal or Torres Strait Islander people, people of colour, women, people with disability and members of the LGBTIQ+ community.

### WHO YOU ARE

You are highly motivated, hard-working and passionate about protecting Victoria's environment and acting on climate change. You are a great communicator and love to inspire others to take actions. You are bold and not afraid to ask for financial support or meet new people. You have experience in building strong relationships with a diverse range of stakeholders. Preferably you have had prior experience in fundraising, sales, theatre, performance, events or community organising. You are goal orientated and enjoy working towards a target. Formal education, qualifications and extensive experience matter less to us than passion for Victoria's environment, initiative and drive.

### THE ROLE

The Key Relationships Officer will join Environment Victoria's fundraising team to grow mid-level and major donor support from within and outside our base. We are 100%

## Key Relationships Officer Position Description



funded by our amazing supporters and this new role is crucial to ensure Environment Victoria stays an independent and strong voice for the environment.

Together with the Key Relationships Manager this role will look after and grow the major gifts and gifts in Wills program. The key aim is to build strong relationships and inspire donors to support our cause. The role will establish and steward an agreed caseload of major donors and support stewarding supporters who have pledged gifts in their Wills.

### ACTIVITIES

- Manage a caseload of up to 120 donors including major donors, mid-level donors prospects and supporters who have pledged a gift in their Will.
- Maintain, cultivate and steward the relationship by providing regular contact reports to donors and supporters about Environment Victoria's programs and the impact of their support, using a range of channels and technologies.
- Prepare donor propositions and solicit major gifts either in person or using one-on-one meetings with the CEO and other senior staff as required.
- Support the Key Relationships Manager and CEO in the solicitation process for key major donors.
- Prepare, coordinate and represent Environment Victoria at donor events.
- Prospect potential new major donors and gifts in Wills pledgers and build our major gift pipeline.
- Provide key administration support, such as preparing personal receipts, printing and distributing reports, responding to enquiries about gifts in Wills and ensuring major donor thank you calls are made.
- Follow a rigorous move management process ensuring a complete and up to date record of all interaction with major donors and gifts in Wills pledgers is kept on our Salesforce CRM.
- Deliver agreed organisational targets for funds raised from major donors, corporates and trusts & foundations.
- Set, achieve and measure annual and long-term KPIs, Return on Investment (ROI) and Life-Time Value (LTV) for major gifts.
- Be accountable for developing the Major Gifts pipeline and grow organisational income.

### Performance measures

- Deliver agreed targets for funds raised from major donors and new gifts in Wills pledgers.
- Prospect and establish donor caseload of 120 donors from existing donor pool and keep pipeline updated.

## Key Relationships Officer Position Description



- Number of meaningful engagements per month with your caseload (phone call, email exchange etc.) as measured through moves management on Salesforce.
- Gifts in Wills enquiries and new gifts in Wills supporters are processed and welcomed within agreed timelines.
- Proposals are prepared and distributed through appropriate channels/in person to agreed individual appeal/stewardship plans.
- Salesforce CRM is accurate and up to date.

### SELECTION CRITERIA

#### *Essential*

- You are passionate about solving the climate crisis and support Environment Victoria's vision to build a thriving, sustainable society that protects and values nature.
- You are an excellent communicator, who connects easily with a diverse range of stakeholders.
- You have experience in inspiring others to take action. Preferably you have experience in asking donors to give financial support, but this could also be experience in asking supporters to volunteer.
- Experience in building and maintaining relationships with a diverse group of stakeholders.
- You are goal orientated and enjoy working towards a target.

#### *Desirable*

- You have experience in fundraising and/or sales. Telemarketing and F2F fundraisers are highly encouraged to apply.
- You have public speaking experience. This could also include performance or drama experience.
- FIA or Veritus Major Donor Academy training or equivalent.

Formal education, qualifications and extensive experience matter less to us than passion for Victoria's environment, initiative and drive. You will be mentored in this role by the Key Relationships Manager, who will support you to grow and get excited about the art of asking.

### TERMS AND CONDITIONS

This is a full-time, permanent position following successful completion of a probation period, and covered by a generous EBA. Remuneration is at level EV3, from \$67,302 dependent on experience.

## Key Relationships Officer Position Description



- Environment Victoria is strictly non-partisan and an equal opportunity employer
- Environment Victoria staff are required to operate in a manner consistent with organisational policies
- After hours and weekend work will occasionally be required.

### REPORTING

The successful applicant will report to the Key Relationships Manager.

### HOW TO APPLY

To apply for this position please submit the following:

- A short cover letter (no more than 1 page) explaining your interest in the role and Environment Victoria
- A current CV (no more than 2 pages)
- Responses to each of the selection criteria (no more than 3 pages)

Please email your application, along with a CV and cover letter to [admin@environmentvictoria.org.au](mailto:admin@environmentvictoria.org.au)

Applications close 9am Monday 19<sup>th</sup> October.

The position will commence November 2020.

Applicants of diverse genders, cultural backgrounds, and experiences are encouraged to apply. We strongly encourage applications from Aboriginal or Torres Strait Islander people, people of colour, women, people with a disability and members of the LGBTIQ+ community.

For more information about Environment Victoria, visit our website: [environmentvictoria.org.au](http://environmentvictoria.org.au)

For more information about the position, contact Lena, Key Relationships Manager on [l.herrera@environmentvictoria.org.au](mailto:l.herrera@environmentvictoria.org.au)