



## Key Relationships Officer

### Position Description – October 2021

#### JOB OVERVIEW

TITLE	Key Relationships Officer
REPORTS TO	Key Relationships Manager
LOCATION	60 Leicester St, Carlton VIC 3053 Currently remote home office. Potential for flexible working post-lockdown.
SALARY	EV3 \$68,646 plus superannuation and generous leave conditions (new EBA pending)
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 200,000 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. We are actively working towards creating an organisational culture and work environment that is flexible (including 48/52), inclusive, and diverse. We acknowledge this is a journey and that there is more to be done. To that end our new Enterprise Bargaining Agreement, which is currently being finalised, will include equal parental entitlements as well as menstruation, menopause, and gender transition leave.

This position sits in a passionate and successful fundraising team and is perfect for a passionate person who wants to build their skills in major gifts 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, members of the LGBTIQA+ community and migrants to Australia.

#### WHO YOU ARE

You are highly motivated and passionate about protecting Victoria's environment and acting on climate change. You have great oral and written communication skills and love to inspire others to take action. You are bold and not afraid to ask for financial support in person or over the



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phone. You enjoy meeting new people and building relationships with diverse groups and individuals.

You are organised, autonomous, proactive and enjoy driving your own projects. You like being on top of admin tasks and will happily support event logistics. You are proficient with numbers and data and can identify patterns and opportunities.

You may have had prior experience in fundraising, sales, theatre and 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 income from Environment Victoria's key relationships program including mid-value donors, major donors, trusts and foundations, and gifts in Wills.

This role will primarily be responsible for identifying, managing, and cultivating a caseload of mid-value and selected major donors from the existing supporter base, as well as supporting the Key Relationships Manager to deliver the Gifts in Wills and Trusts & Foundations programs.

Tasks will include developing donor plans, making calls, personalising appeal letters and propositions, donor research, supporting events, grant writing, printing and distributing marketing collateral, and providing regular donor report-backs.

The mid-value program specifically sits between major gifts and direct mail and therefore between highly personalised and standardised communications.

The role will require both organisation and strong people skills to provide tailored and personal communications to a significant number of key supporters.

Environment Victoria is 100% funded by our amazing supporters and this role is crucial to ensure we stay an independent and strong voice for the environment.

#### ACTIVITIES

- Manage an existing caseload of mid-value and major donors and prospect for new donors from the wider Environment Victoria supporter base.
- Grow your caseload's giving through tailored financial asks and propositions.
- Steward your caseload of donors through personalised report-backs, thank you calls, personalised receipts, and other regular tailored communications about Environment Victoria's programs and the impact of a donor's support.
- Coordinate the bequest program and respond to additional requests from supporters about gifts in Wills and other fundraising requests.
- Ensure a complete and up to date record of all interactions with supporters on our Salesforce CRM.
- Support the Key Relationships Manager to deliver the Gifts in Wills, Major Gifts, and Trusts & Foundations programs including:



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- Writing grant applications and acquittal reports
- Organising the printing and distribution of fundraising collateral
- Other administrative tasks as required.

### Performance measures

- Deliver agreed annual budget targets for funds raised from your caseload.
- Meet targets for donor acquisition and retention.
- Deliver agreed stewardship and solicitation plans for your donor caseload.
- Ensure swift follow-up of queries and requests.
- Deliver an agreed schedule of events.
- Proposals, acquittals, and donor report-backs delivered on time in the agreed format.
- Ensure Salesforce CRM is accurate and up to date.

### SELECTION CRITERIA

#### *Essential*

- You are passionate to solve 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 across diverse groups and individuals.
- You are goal orientated and enjoy working towards a target.
- You have strong organisation skills and enjoy working autonomously and managing your own projects.
- You have good IT skills (including Excel and Salesforce or a similar CRM) and are competent with analysing data and numbers.
- You have experience in inspiring others to take action. This could be in asking donors to give financial support, asking supporters to volunteer or a similar role in a commercial environment.

#### *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.
- You have fundraising training (FIA, CFRE or Veritus Major Donor Academy training).

If even a couple of these criteria speak to you, you could be the perfect person for the job. Formal education, qualifications, and extensive fundraising 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. We strongly encourage applications from Aboriginal or Torres Strait Islander people, people of colour, women, people with a disability, members of the LGBTIQA+ community and migrants to Australia.



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#### **TERMS AND CONDITIONS**

This is a fulltime position subject to a three-month probation period under the terms of the Environment Victoria EBA. Remuneration is at level EV3 \$68,646 (new EBA pending). 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 1page) explaining your interest in the role and Environment Victoria
- A current CV (no more than 3 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) by **9:00 AM Monday 29 November**.

The position will commence in December 2021 or January 2022.

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, members of the LGBTIQA+ community and migrants to Australia.

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

For more information about the position, contact Camille Warambourg, Key Relationships Manager, at [c.warambourg@environmentvictoria.org.au](mailto:c.warambourg@environmentvictoria.org.au) or call 04 33 633 363.