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| ROLE TITLE: | Partnerships Officer | BUSINESS UNIT: | Marketing and Communications |
| DATE: | November 2021 | FTE: | 0.2 |
| REPORTS TO: | Partners and Major Donors Lead | ROLES REPORTING TO THIS ROLE: None | |

APPROVED: 5/ 11 / 2021

ROLE PURPOSE:
 International Needs Australia (INA) is a Department of Foreign Affairs (DFAT) and donor-funded and accredited international development organisation that works with the poorest and most marginalised communities, especially women and children, to eliminate poverty and its causes regardless of affiliation. INA is different in our approach to international development and our engagement with Australian supporters because INA:

- focuses on women and children in three key areas: Education, Health and Livelihoods
- works in Southeast Asia, South Asia & Eastern Africa (currently Ethiopia, Uganda, Ghana, India, Nepal, Sri Lanka, Myanmar, Philippines)
- is grounded in Christian values and strives for a just world where all people are treated equally to reach their God-given potential
- commits to in-country project localisation with innovative partners and work through local staff and volunteers. We believe this is respectful and supports the development of more substantial and sustainable partner organisations and community outcomes
- believes in poverty alleviation through a cross-sectoral and holistic approach to community development. This approach lets us partner with donors and other agencies committed to holistic poverty alleviation, focusing on community-prioritised needs
- conducts national education programs with Australian students that align with the Australian curriculum to help youth clarify their personal purpose and increase empathy and understanding of global poverty and the Sustainable Development Goals
- brings our funding contributors and in-country partners closer together and easily co-design projects with all stakeholders to support innovation and alignment of programs

Marketing and Communications aims to increase income and brand awareness to support INA to achieve its Mission. The team:

1. delivers a regular schedule of appeals to inspire active support for INA programs from current and prospective donors
2. acquires new supporters (individual donors, business partners and schools) on a journey to fight injustice and alleviate poverty
3. enhances the donor engagement and journey
4. strengthens engagement with business, trusts and foundations
5. raises brand awareness through advocacy and communications campaigns
6. grows grant income

The Partnerships Officer has a central role in ensuring we thank and positively engage with our supporters articulate the impact of their support in creative and compelling ways. The role will focus on the important data management, administration and research required to deliver a donor relations program, as well as unique activity to make our supporters feel valued. This role will ensure our donors are recognised as an essential part of the INA community, with every gift and donor treated in a special way.

Reporting to the Partners and Major Donors Lead, the **Partnerships Officer** will have an exceptional personal engagement skills and warmly engage through outbound and some inbound national and local telephone conversations with potential supporters who are: prospective donors who have a heart for international development; schools who are interested in INA education programs; churches who have a heart for the poor and global poverty; business partners who want to do good and maybe have commercial interests.

KEY OUTCOMES:

1. Outbound and some inbound national and local telephone conversations with potential supporters who are:
 - prospective donors and have a heart for international development
 - current donors (active and/or lapsed)
 - schools who are interested in INA Education programs
 - churches who have a heart for the poor and global poverty
 - business partners who want to do good and maybe have commercial interests.
2. CRM record updates; Managing outbound and some inbound calls

3. Helping develop new supporters for INA programs to make a positive difference to global poverty
4. Placing the supporters first
5. ChildLink / SHE / Gift of Justice program opportunity development
6. Provide supporter insights on a regular basis
7. Recommend improvement in donor engagement through outbound and inbound calls
8. Other duties as required

KEY RELATIONSHIPS / INTERACTIONS

Direct working relationship:

- Partners and Major Donors team Lead
- Donor & Community Relations Officer
- Education Officer

Internal Working Relationships

- Communications Coordinator
- Casual - Digital Strategy and Marketing Officer
- Casual - Graphic/web designer
- Manager, Marketing and Communications (vacant) / Chief Executive Officer
- Manager – Finance and Administration
- Manager International Program
- Compliance and Programs Officer

External working relationships

- Donors
- External stakeholders

KEY SELECTION CRITERIA

The successful applicant will address the capabilities by providing real evidence through stated and/or written examples of work. The responses should demonstrate the capabilities, and the achieved outcomes. Applicants should have experience in any of the key sectors: international development; education or schools; churches or theology; business and/or donor or customer relations.

The claims of each applicant will be assessed against the Key Selection Criteria. Applicants should frame their application in the context of the requirements of the role and its key outcomes. The selection panel will assess applications against the capabilities below, taking into consideration the context of the role and any specific abilities that have been identified as being relevant /necessary for the role.

QUALIFICATIONS AND KEY CAPABILITIES:

- Highly developed interpersonal skills - demonstrated ability in establishing and building relationships with donors/customers, and with internal and external stakeholders
- Applicants should have experience in any of the key sectors: international development; education or schools; churches or theology; business and/or donor or customer relations.
- Knowledge of fundraising and/or sales
- Competent in maintaining information for consistent recording and reporting of donor/customer engagement activity
- Ability to build new relationships
- Strong time management and organisational skills, with the demonstrated ability to manage multiple priorities and deadlines simultaneously
- Resilience and enthusiasm
- An enthusiastic, proactive self-starter willing to learn and to contribute to organisational growth
- Strong commitment to the values of INA and wanting to make a positive difference

Desirable:

- Experience working in not-for-profit or social purpose organisation interesting, but not essential.
- Demonstrable commitment to the cause of international development.
- Contact centre experience

INA VALUES

We are Christian
We value and respect people of all ages, gender, race and creed
We are committed to empowering local communities
We are a voice for the poor, the disadvantaged and the oppressed
We are stewards of natural, human and financial resources
We demonstrate integrity and commitment

SPECIAL CONDITIONS

- A current driver's licence and the willingness to drive is a requirement
- Some out-of-hours work is required
- Inter and Intra-state travel may be required
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the CEO
- The successful applicant is required to gain a relevant working with children and other required checks prior to being employed which is required to be renewed as required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).