

<b>Role Title:</b>	Relationship Manager
<b>Department/ Team:</b>	Fundraising
<b>Location:</b>	Various geographical locations, may involve overnight travel.
<b>Reports to:</b>	Group Manager Fundraising

## SU Australia's Vision & Mission

SU Australia is an interdenominational Christian movement committed to supporting children, young people and their families to discover life through the provision of school chaplaincy services, camps, community-based missions, schools ministry, and at-risk youth programs. SU Australia also offers nationally recognised training programs in youth work through the SU Institute of Training (RTO 30548).

SU Australia is part of the worldwide Scripture Union movement, a movement of Christians working with churches to make God's Good News known to children, young people, and families and to encourage people of all ages to meet God daily through Bible reading and prayer. ([su.org.au](http://su.org.au))

SU Australia is a charitable 'limited by guarantee' not-for-profit organisation comprising more than 1,000 staff and thousands of volunteers, working with churches, and serving in communities in all states and territories across Australia.

All SU Australia staff and volunteers are empowered and equipped to champion a child safe culture and are committed to the highest standards of safety and care in our work with children, young people, and families.

## Purpose of Role

SU Australia is enabled to continue its mission by the support of hundreds of donors across Australia. One of the key elements to growing and maintaining support for our donor base is the relationships we create between those donors and the mission of the local teams.

As Relationship Manager for SU Australia, you will develop relationships with major donors to ensure that we can help our donors stay connected with us and the ministry we do, while also pursuing opportunities for new and deeper engagement. This role will work through the major donor opportunities on our database and build appropriate relationships with prospects, both current and potential.

This role will require strong people skills, a comfort in talking about money, an enthusiasm for the work that we do, and a sensitivity to the different types of backgrounds and motivations that our donors come from.

You believe that children and young people are precious and you will contribute to nurturing a culture and commitment to their safety within SU.

## Key Relationships

Primary Internal Stakeholders	<ul style="list-style-type: none"> <li>• Group Manager Fundraising</li> <li>• Group Director Engagement</li> <li>• Grants &amp; Fundraising Coordinator</li> </ul>
Other Internal Stakeholders	<ul style="list-style-type: none"> <li>• SU Australia National Leadership Team</li> <li>• Field Development Managers and other regional staff</li> <li>• Finance team</li> <li>• Mission Systems team</li> <li>• Marketing, Supporter Engagement &amp; Events team</li> </ul>
External Stakeholders	<ul style="list-style-type: none"> <li>• Donors and supporters of SU Australia (both current and emerging)</li> </ul>

## Key Accountabilities

Accountability areas	Responsibilities
<ul style="list-style-type: none"> <li>• Spiritual accountability</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage employees, donors and volunteers through work and example to live a Christ-centred life, committed to the Bible and prayer.</li> <li>• Seek to follow Christ and his example in your relationships, decision-making and conduct.</li> <li>• Willing to pray with and for others, including staff, volunteers, donors and supporters.</li> </ul>
<ul style="list-style-type: none"> <li>• Donor relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Arrange meetings in-person with major donors to SU Australia for engagement and asks.</li> <li>• Conduct phone calls to mid-level and regular givers to ask for upgrades, prevent churn and build relationships.</li> <li>• Organise smaller donor engagement events.</li> <li>• Occasionally present on the work of SU to church groups or interested parties.</li> </ul>
<ul style="list-style-type: none"> <li>• Fundraising management</li> </ul>	<ul style="list-style-type: none"> <li>• Record-keep all donor interactions in SU Australia's Salesforce database.</li> <li>• Meet agreed-upon targets of calls and meetings.</li> <li>• Manage a portfolio of donors.</li> <li>• Contribute to the planning of the Fundraising Calendar for the year.</li> </ul>
<ul style="list-style-type: none"> <li>• Team contribution</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to the immediate team and the broader teams in SU.</li> <li>• Participate in SU devotion activities including prayer retreats.</li> <li>• Contribute at team meetings.</li> <li>• Participate in wider organisation-based activities and learning opportunities.</li> <li>• Demonstrate behaviour in line with a child safe culture.</li> <li>• Comply with WHS requirements.</li> <li>• Protect your own health and safety.</li> <li>• Protect the safety of others. Report hazards, risks and all incidents.</li> </ul>

## Qualifications and experience

- Prior experience with donor engagement in a not-for-profit or Christian ministry
- Experience using a CRM system for donor / customer engagement

## Competencies

Competency areas	Definitions
Technical / Professional	<ul style="list-style-type: none"> <li>• Outstanding spoken and written communication skills, with strong attention to detail</li> <li>• Excellent people skills and emotional intelligence, with a track record of being able to build relationships</li> <li>• Some experience with organising events</li> <li>• Ability to craft asks and engagement plans for individual donors</li> </ul>
Attention to detail	Accomplishing tasks, no matter how small, showing concern for all aspects of the job. Accurately checking processes and tasks. Ensuring others can rely on the accuracy of work completed by the incumbent.
Collaboration	Working effectively with others in the organisation (including fellow team members and people in other teams) to accomplish organisational goals and to identify and resolve problems.
Communication (verbal and written)	<p>Using effective interpersonal skills to present ideas and views to individuals or groups (including nonverbal communication). Targeting presentations to the characteristics and needs of the audience (should the role require giving presentations).</p> <p>Expressing ideas clearly in any written format (memo, email, and letter) with correct spelling, grammar and structure.</p>
Continuous improvement	Using initiative to identify and suggest improvements to processes and procedures. Analysing options for procedural improvements and documenting outcomes.
Customer service	Making efforts to listen to and understand stakeholders (both internal and external). Anticipating stakeholders' needs and giving high priority to stakeholder satisfaction.
Problem solving	Analysing problems effectively, evaluating alternative courses of action, exercising sound judgement and taking action in line with the level of authority of the role.
Self-management	<p>Managing one's own wellbeing and workplace behaviour in order to contribute to a positive culture within SU. This includes:</p> <ul style="list-style-type: none"> <li>• Maintaining and promoting social, ethical and organisational norms in line with a Christian ethos;</li> <li>• Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour;</li> <li>• Maintaining stable performance under pressure and managing one's own stress effectively;</li> <li>• Handling disappointment and/or rejection while maintaining effectiveness;</li> <li>• Demonstrating perseverance by staying with a plan of action until the desired objective is achieved or is no longer required;</li> </ul>

	and <ul style="list-style-type: none"> <li>• Being open to change and willing to adapt to new directions; adapting working style to blend with changes; and articulating workplace concerns in a respectful and constructive manner.</li> </ul>
Teamwork	Active participation in team effectiveness. Taking actions that demonstrate consideration for the feelings and needs of others. Being aware of the effect of one's behaviour on others. Proactively developing relationships. Using appropriate interpersonal styles and methods to inspire, guide and persuade others toward goal achievement. Working independently to a high-performance standard when required.
Time management	Organising one's own workload to prioritise tasks appropriately and meet deadlines. Adjusting personal work routines to complete tasks required by others when necessary. Considering other people's needs when determining the order of work to be completed. Being proactive.

### Additional Requirements

SU Australia requires that the incumbent:

1. agree with, and agree to work under, the aims, beliefs and working principles of SU
2. be able to demonstrate a living and personal relationship with Jesus Christ
3. be able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular
4. be a respectable member of a local Christian church we recognise
5. be in receipt of a current positive Working With Children Check for the purposes of child related employment
6. be willing to work under SU Australia's Conduct and Behaviour Standards

<b>Developed by</b>	People Services Team
<b>Approved By</b>	Group Director, Engagement
<b>Effective Date</b>	January 2025