

Supporter Engagement Manager



Position Description	
Job Title:	Operations & Office Manager
Purpose:	To lead the organisational systems and processes required to grow Seed's work. You are a key contributor to Seed's mission to grow Christians for redemptive impact in society.
Reports to:	Operations Manager/CEO
Key Relationships:	Internal: Operations Manager/COO/CEO, Director of Formation, Communications & Marketing Manager, External: CRM consultant, Seed Community members including: alumni, mentors, advocates, prayer partners, donors.
Supervises:	Volunteers
Position Type	This is a contract position
Hours per Week:	Part Time, 22.5 hours (3 days) per week
Remuneration Level:	To be determined
Location:	Crows Nest, NSW
Main Activities	
<p>Supporter Engagement - Strategic</p> <ul style="list-style-type: none"> • Support CEO/Operations Manager to strategically engage the Seed community, inviting and encouraging support for Seed's mission. • Collaborate with Communication Manager (responsible for lead generation and acquisition) and Director of Formation (responsible for service delivery) to effectively implement Seed's customer/supporter journeys – with primary responsibility to execute strategy to transition leads and existing clients/partners into supporters • Manage ongoing relationships with Seed mentors, donors, prayer partners and advocates, encouraging deepening partnership in Seed's mission. • Act as first point of contact for community members <p>Supporter Engagement - System/Process Management</p> <ul style="list-style-type: none"> • Develop and implement an organisation-wide strategy and processes for Seed's CRM that enables effective data management and implementation of Seed's supporter journeys and supporter engagement strategy. 	

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<ul style="list-style-type: none"> • Ensure ongoing effective input, segmentation, cleaning, tracking and analysis of supporter data • Continuous improvement of Seed’s CRM in line with Seed’s developing organisational strategy <p>Fundraising & Prayer</p> <ul style="list-style-type: none"> • Support CEO in development and execution of Seed’s fundraising strategy and prayer engagement strategy • Lead and execute Seed’s regular giving program, acting as first point of contact for Seed Sowers (regular givers) • Support CEO in identifying grant opportunities, writing grant proposals and providing reports for existing grants • Support Communications Manager in development of collateral for fundraising campaigns and prayer updates <p>Events</p> <ul style="list-style-type: none"> • Lead the planning and execution of Seed’s annual Summit • Lead the planning and execution of Seed community events, including donor dinners and alumni days
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Employment Criteria	
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Knowledge	<ul style="list-style-type: none"> • Understanding of data management and CRMs • Understanding of fundraising strategies and systems • Understanding of user experience design and customer/supporter journey mapping • Understanding of the Australian church landscape
Ability	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Excellent network development and management skills • Excellent interpersonal skills • Manage complex collaborative projects and processes
Skills	<ul style="list-style-type: none"> • Demonstrated experience developing and managing a CRM system • Demonstrated capacity to increase efficiency, automation and streamlining of processes in a team environment • Demonstrated capacity to manage a community of highly capable stakeholders toward a common purpose • Demonstrated experience implementing an effective fundraising strategy • Experience with implementing and refining strategy to achieve strategic goals
Education and Training	<ul style="list-style-type: none"> • Tertiary qualifications in a relevant field (management, design, I.T., theology, development, sociology) desirable but not required
Attitudes and Values	<ul style="list-style-type: none"> • Commitment to the Biblical Christian ethos, values, vision and mission of Seed Initiatives • Ability to work in a flexible and agile team environment

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	<ul style="list-style-type: none">• Commitment to serving others to achieve their God-given purpose
General Notes	
<p>Workplace Health and Safety and Equal Employment Opportunity:</p> <p>It is your responsibility to take reasonable care for the health and safety of all people within the workplace and for all people who may be affected by your acts or omissions. You will cooperate in implementing WHS legislation and standards.</p> <p>You are also accountable and responsible for helping to develop and ensure compliance with Seed Initiatives policies and procedures designed to eliminate discrimination in the workplace.</p>	
<p>Child Safe Organisation:</p> <p>Seed Initiatives is committed to being a child safe organisation and all employees will be required to read and understand our child protection policy. Any employees having interactions with children are required to gain a NSW Working with Children Check.</p>	
<p>Travel and Out of Hours Work:</p> <p>Some out of hours and weekend work is required. Time off in lieu is available for this work.</p> <p>Occasional interstate travel may be required.</p>	