



Job Description

POSITION TITLE:	Philanthropy & Engagement Coordinator
LOCATION:	SAHMRI, North Terrace
REPORTS TO:	Head of Philanthropy & Strategic Engagement
DEPARTMENT:	Philanthropy & Strategic Engagement

PURPOSE AND SCOPE OF THE POSITION

The Philanthropy & Engagement Coordinator is responsible for providing professional support for strategic engagement programs and related back office operational support.

The role is primarily responsible for organising and providing logistics coordination at events, responding to stakeholder inquiries, processing philanthropic gifts, and assisting with day-to-day administrative tasks for Philanthropy & Strategic Engagement team.

This varied role is part of a small team, so flexibility, adaptability and a can-do attitude are critical. There are no direct reports for this role.

KEY RESPONSIBILITIES

The specific duties include: -

1 COORDINATION OF EVENTS

In collaboration with the Head of Philanthropy & Strategic Engagement, and coordination with the team, this role is responsible for supporting the scheduling, organisation and coordination of internal and external events at SAHMRI.

These will include, but are not limited to:

1. Tours of SAHMRI:
 - Managing public and group bookings, coordinating volunteers and internal stakeholders, communicating with attendees and ensuring all follow-ups are timely and relevant.
2. Engagement Events hosted at SAHMRI:
 - Organising all logistics, invitations and communications with attendees, managing event details and RSVPs through online platforms, and liaising with all stakeholders and suppliers.
3. Offsite Events:
 - Volunteer coordination, organising collateral and merchandise, managing planning and platforms, liaising with venues and external stakeholders.
4. Non-SAHMRI Events
 - Liaising with partners and supporters when appropriate to facilitate their event at SAHMRI, and to ensure their experience exceeds expectations.



2 OPERATIONAL SUPPORT

In collaboration and consultation with the Philanthropy Manager, Operations and Campaigns, the role is responsible for administering the customer relationship management (CRM) database Salesforce and other fundraising and marketing platforms to ensure that all systems are working correctly and that financial, contact and relationship information is accurate and up to date.

- Processing and receipting donations, including regular gifts
- Ensuring all supporters are appropriately thanked and acknowledged in a timely manner
- Ongoing data management of the CRM and other fundraising and marketing platforms including Raisely, Mailchimp and Humanitix
- Working closely with the finance team to reconcile all fundraising transactions
- Ensuring all donor and supporter correspondence is responded to and followed up where appropriate
- Ensuring compliance with fundraising, finance, privacy and data policies and regulations

3 ADMINISTRATIVE SUPPORT

This role is responsible for supporting the Philanthropy & Strategic Engagement team with other administrative duties as required including, but not limited to:

- o Promoting a positive image of SAHMRI through professional, efficient and friendly customer service
- o Participating in special projects to continuously improve processes, tools, methods and organisation
- o Helping each member of the Philanthropy and Strategic Engagement team with their programs, events and activities to ensure successful execution
- o Managing the shared inboxes, responding to phone enquiries and processing the mail, ensuring communications are responded to or forwarded accordingly.
- o Taking reasonable care to protect own health, safety and welfare at work and avoid affecting the health and safety of any other person at work
- o Participating in implementing the Institute's Work, Health and Safety Management System and related laws, regulations and guidelines.
- o Performing duties in keeping with SAHMRI's Vision, Mission and Values and Code of Conduct Policy
- o Performing other duties as directed by the Head of Philanthropy and Strategic Engagement

SPECIAL REQUIREMENTS

- o Some out-of-hours work may be required.
- o Police checks may be required for this role.
- o Current drivers licence.



Person Specification

QUALIFICATIONS

- Relevant qualifications or work experience in events, administration, database management, or customer service.

EXPERIENCE, KNOWLEDGE AND SKILLS

- Proven experience of end-to-end events planning, coordination and execution
- Proven administrative experience including working with databases
- Exceptional organisational and time management skills together with resourcefulness, creativity and initiative to manage multiple and overlapping priorities under broad direction
- Excellent communication skills, both written and verbal
- Integrity and commitment to ethical and collegial behaviour
- Demonstrated initiative and resourcefulness
- Self-motivated person with a can-do and flexible attitude who can work independently and as part of a team
- Passion for implementing new learnings into the role
- Excellent attention to detail
- Reliable and responsible
- Support SAHMRI's commitment to Reconciliation
- Able to demonstrate the following SAHMRI Values and Culture:
 - ▶ **Innovation** - Persistent and Focused
 - ▶ **Excellence** - Bold, Driven, Dynamic
 - ▶ **Courage** - Collaborative and Enabling
 - ▶ **Integrity** - Embrace Diversity, Demand Equity
 - ▶ **Teamwork** - Friendly, Fast, Flexible, Fun