

# Role Description

## Relationship Manager



|                           |   |
|---------------------------|---|
| Cluster                   | NSW Department of Enterprise, Investment & Trade                    |
| Agency                    | Australian Museum   |
| Division/Branch/unit      | Public Affairs & Development  |
| Location                  | Sydney CBD  |
| Classification/Grade/Band | Clerk Grade 7/8   |
| Kind of Employment        | Ongoing   |
| ANZSCO Code               | 225499  |
| Role Number               | 51003092  |
| PCAT Code                 | 1119192   |
| Date of Approval          | June 2022   |
| Agency Website            | <a href="https://australian.museum/">https://australian.museum/</a> |

### Overview

The Australian Museum (AM) operates within the NSW Department of Enterprise, Investment & Trade, is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

For more information, visit the [website](https://australian.museum/).

### Primary purpose of the role

The Relationship Manager will take responsibility for the development and stewardship of a portfolio of donors with a focus on securing gifts of \$25k+. The position will proactively engage, manage and develop relationships in order to solicit gifts from new and existing high net worth individuals. The position will also support senior relationship managers throughout the Museum in the stewardship of Major and Principal Gifts.

### Key accountabilities

- Establish, nurture and steward relationships within a portfolio of existing and prospective donors and foundations including the development of moves management plans for this portfolio
- Coordinate prospecting strategy for selected projects including preparation of engagement plans, highly customised funding proposals and other collateral required to secure gifts
- Collaborate with other team members to ensure major donors are engaged in the impact they are enabling through communications, events and other activities

- Coordinate philanthropic grant applications. Prepare high quality written proposals; manage timely submission of proposals and ensure all reporting requirements are met
- Excellent interpersonal and communication skills to effectively connect heads and hearts to increase revenue
- Commitment to continuous improvement, creative thinking and a growth mindset

### Key challenges

- Increasing the number of new donors and upgrading the level of support from existing donors, whilst matching supporter motivations and wishes to Australian Museum project funding requirements
- Developing and maintaining build strong and sustainable working relations with internal and external stakeholders to maximise income generating potential from philanthropy
- Skills and passion to drive income now and increase a supporter's lifetime value
- Knowledge of the current fundraising landscape
- Meticulous attention to detail, whilst working under pressure

### Key relationships

| Who  | Why   |
|--|---|
| <b>Internal</b>                                      |   |
| Director, Public Affairs and Development             | <ul style="list-style-type: none"> <li>• High level departmental feedback</li> </ul>  |
| Manager, Strategy & Development                      | <ul style="list-style-type: none"> <li>• Receive overall direction, instruction, and guidance from as well as providing updates on key projects, issues, and priorities; keep informed.</li> </ul>  |
| Development Team                                     | <ul style="list-style-type: none"> <li>• Work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture</li> </ul> |
| Australian Museum staff                              | <ul style="list-style-type: none"> <li>• Further the impact of Philanthropy through providing advice on projects. Collaboratively work to deliver donor funded projects and ensure donors are engaged in the impact of philanthropy at the AM.</li> </ul>                       |
| Australian Museum Foundation/Australian Museum Trust | <ul style="list-style-type: none"> <li>• Provide updates and reports on Donor engagement activities</li> </ul>  |
| <b>External</b>                                      |   |
| Donors/Foundations                                   | <ul style="list-style-type: none"> <li>• To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent the AM in a professional and ethical manner</li> </ul>   |

### Role dimensions

#### Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. Reporting line

### Direct reports

Nil

### Budget/Expenditure

Nil

### Essential requirements

- Relevant tertiary qualifications in business, communications, marketing and event management or a related field or equivalent work experience

### Knowledge & Experience

- Computer literacy in Microsoft Office suite products and previous use of Tessitura or similar CRM systems
- At least three years experience in a fundraising, NFP or customer service role
- Current knowledge and working experience to deliver the Key Accountabilities and perform to the Focus Capabilities as outlined in this Role Description

### Capabilities for the role

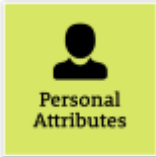
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

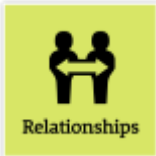

### Focus capabilities


*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES  |   |  |              |
|---|---|--|--------------|
| Capability group/sets   | Capability name   | Behavioural indicators   | Level        |
|  | <b>Display Resilience and Courage</b><br>Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges Remain calm and focused in challenging situations</li></ul> | Intermediate |
|   | <b>Manage Self</b><br>Show drive and motivation, an ability to self-reflect and a commitment to learning                                | <ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth, and develop and apply new skills</li></ul>   | Intermediate |

## FOCUS CAPABILITIES


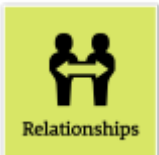

| Capability group/sets  | Capability name  | Behavioural indicators   | Level        |
|--|--|--|--------------|
| <br>Relationships | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> <li>Focus on key points and speak in plain English</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>Promote the use of inclusive language and assist others to adjust where necessary</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Write and prepare material that is well structured and easy to follow</li> <li>Communicate routine technical information clearly</li> </ul> | Intermediate |
|  | <b>Influence and Negotiate</b><br>Gain consensus and commitment from others, and resolve issues and conflicts                | <ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relationships with internal and external stakeholders</li> <li>Anticipate and minimise conflict</li> </ul>   | Adept        |
| <br>Results     | <b>Deliver Results</b><br>Achieve results through the efficient use of resources and a commitment to quality outcomes        | <ul style="list-style-type: none"> <li>Seek and apply specialist advice when required</li> <li>Complete work tasks within set budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own work and that of the team or unit</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>Identify any barriers to achieving results and resolve these where possible</li> <li>Proactively change or adjust plans when needed</li> </ul>  | Intermediate |
|  | <b>Plan and Prioritise</b><br>Plan to achieve priority outcomes and respond flexibly to changing circumstances               | <ul style="list-style-type: none"> <li>Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> </ul>   | Adept        |

| FOCUS CAPABILITIES  |  |   |              |
|---|--|---|--------------|
| Capability group/sets   | Capability name  | Behavioural indicators  | Level        |
|   |  | <ul style="list-style-type: none"> <li>Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>Evaluate outcomes and adjust future plans accordingly</li> </ul> |              |
|  | <b>Project Management</b><br>Understand and apply effective project planning, coordination and control methods | <ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>                  | Intermediate |


### Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES  |                               |  |              |
|---|-------------------------------|--|--------------|
| Capability group/sets   | Capability name               | Description  | Level        |
|  | Act with Integrity            | Be ethical and professional, and uphold and promote the public sector values                           | Intermediate |
|   | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Commit to Customer Service    | Provide customer-focused services in line with public sector and organisational objectives             | Intermediate |
|   | Work Collaboratively          | Collaborate with others and value their contribution   | Intermediate |
|  | Think and Solve Problems      | Think, analyse and consider the broader context to develop practical solutions                         | Foundational |
|   | Demonstrate Accountability    | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines         | Intermediate |
|   | Finance                       | Understand and apply financial processes to achieve value for money and minimise financial risk        | Foundational |
|   | Technology                    | Understand and use available technologies to maximise efficiencies and effectiveness                   | Intermediate |

## COMPLEMENTARY CAPABILITIES

| Capability group/sets   | Capability name                     | Description  | Level        |
|---|-------------------------------------|--|--------------|
|  Business Enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |