Role Description
Philanthropy Officer

Cluster	Premier and Cabinet
Agency	State Library of NSW
Division/Branch/Unit	Operations / Foundation
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	
PCAT Code	
Date of Approval	14/9/2021
Agency Website	www.sl.nsw.gov.au

Agency overview

The State Library of New South Wales is one of Australia's oldest and most important public institutions. Collecting actively since 1826, the Library preserves and presents the social, cultural and scientific history of our State and our Nation for the benefit of all. Its rich collections, both physical and digital, alongside partnerships with the public library network across NSW and other vibrant collaborations enable Australians to examine their past and imagine their future. In short, the Library occupies a unique position at the very heart of our civil society.

The Operations Division provides strategic leadership, advice and solutions that deliver the highest quality service across the Library. The Division is responsible for a range of services that drive and measure overall organisational improvement. Key functional areas include Finance, Human Resources, Security, Facilities and Strategy and Government Relations. The Division also manages the Library's visitor services activities and the work of the State Library Foundation.

The State Library of NSW Foundation leads a diversified and sustainable philanthropic program to support the mission of the State Library of NSW. The Foundation takes a leading role in building and maintaining strong relationships between the Library and its Friends and supporters, donors, and business partners.

Primary purpose of the role

Provides high level business and engagement support for private benefaction programs of the State Library of NSW Foundation.

Key accountabilities
- Develop and foster effective relationships with key stakeholders, donors, members and partners by responding to and resolving complex enquiries and issues with tact and professionalism to ensure the provision of accurate information and the timely and effective resolution of issues.
- Coordinate and manage records and databases such as the Foundation's CRM database, complying with administrative systems, processes and policies, to ensure that all information such as donor records are accurate, stored correctly and are accessible..
- Gather and collate information for, and prepare documentation and reports on branch performance, as well as make recommendations to improve efficiency, cost management and service delivery. This

includes managing the Foundation's CRM database including receipting of gifts, banking, and generating renewal lists, running financial reports and facilitating reconciliations.

- Provide a range of administrative and support services to meet the business needs of the branch including secretariat services for the Foundation Board and Trustees; preparation of Board and Trustee papers; assistance with the Annual Report and Annual General Meeting; planning and delivery of donor events including developing invitation lists, preparing invitations, arranging venues, catering and preparing run sheets and speech notes.
- Prepare donor communications including updating the Foundation website and editing the Foundation's quarterly newsletter.
- Build collaborative relationships with Library staff to help facilitate the delivery of programs.

Key challenges

- As the first point of contact for the Director, assessing priorities from a wide range of external stakeholders whilst balancing the demands of ongoing fundraising activities and the need to work independently.

- Using tact, appropriate communication protocols and diplomacy when dealing with a diverse range of important stakeholders to maintain the reputation of the Library.

Key relationships

Who	Why
Internal	
Director Foundation, Membership Coordinator	• Share information, participate in meetings to ensure the smooth operation of the Foundation Office and meet fundraising targets and deadlines for donors, friends and partners.
Finance team	• Provide regular financial reports for reconciliation to meet the Foundation's fiduciary obligations under the Charitable fundraising act of 1991.
Public programs and visitor services Team and Research and Discovery team	• Work collaboratively with the Public Programs team and curators to plan meetings, tours and functions which includes selecting venues, organising catering, invitations and facilities.
External	
Library stakeholders, Foundation Board and Trustees, major Benefactors, members and supporters	• Building effective relationships with library stakeholders and respond to enquiries about the work of the Foundation and the Library. • Respond to queries, identify needs, co-ordinate and arrange appointments, tours and functions.

Role dimensions

Decision making

- Sets and is accountable for own day to day work schedule, demanding initiative, self motivation and drive.
- Determines immediate priorities and manages workflow and schedules of the Director's office
- Decides on the balance of administrative and executive support measures with the functionality of the database including banking and receipting of the Foundation's fundraising activities on its own.
- Initiative and independent decision making is required in dealing with the Foundation's stakeholders, and reflects the Foundation's image and professionalism when on the phone or face to face.

Reporting line

This role reports to the Director, State Library of NSW Foundation   Also reporting to the Director Foundation is the Memberships Coordinator.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated high level administrative experience in a fundraising operation.
- Significant experience maintaining a client base database (CRM) and processing donations.

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
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		performance and effectiveness	
		• Make effective use of records, information and knowledge management functions and systems	
		• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	

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
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

Capability group/sets	Capability name	Description	Level
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

NSW GOVERNMENT