

Role Description

Philanthropy Associate



Cluster	Department of Enterprise, Investment and Trade
Agency	Sydney Opera House
Division/Branch/Unit	Corporate Services – Philanthropy
Location	Sydney CBD
Classification/Grade/Band	Grade 3 Level 1
ANZSCO Code	511112
PCAT Code	2119192
Role Number	W03180R02850
Date of Approval	17 November 2022
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the Department of Enterprise, Investment and Trade. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas. Our vision is to be as bold and inspiring as the Opera House itself. Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences, and visitors; and
- To inspire, and strengthen the community, through everything we do.

PURPOSE OF THE ROLE

The Philanthropy Associate plays a critical part delivering the Opera House's Philanthropy program by:

- **Maintaining, enhancing, and implementing a comprehensive donor care program** that enables the Philanthropy team to deliver focussed, personalised, authentic interactions with all levels of donors designed to increase the donor's commitment to the Opera House and to maximise donor retention and lifetime value to the Opera House, and
- **Delivering the business, financial, and administrative processes** that enable the Philanthropy team to operate effectively and to provide accountability and transparency about the Opera House's philanthropy operations to the Opera House Executive and donors.

KEY ACCOUNTABILITIES

- Devise, deliver, and review for effective donor care operations and philanthropy business operations.
- Operationalise annual engagement plans and stewardship reporting for the Philanthropy team to ensure maximum donor engagement at all donor levels supporting retention.
- Ensure transparency and accountability of the Opera House's philanthropy operations to donors.
- Implement ongoing prospect research processes that identify and rate potential donors for the Philanthropy team and support team workflows including WIP meetings, general activities, calendar coordination and ad-hoc reporting.
- Implement database management processes including update, prospect management, donor interest updates and renewal reporting.
- Develop compelling proposals and marketing & communications collateral for philanthropic approaches, in conjunction with the Philanthropy Manager.
- Liaise with the Strategic Events team regarding event management, including invitations, responses, and on-site door support and support Philanthropy team workflows, including WIP meetings, general activities, calendar coordination and ad-hoc reporting.
- Maintain clearly documented systems and processes that enable effective Philanthropy operations with robust records management and statutory compliance.

KEY CHALLENGES

- Consistently deliver work that is of high-quality, on-time, and demonstrates attention to detail including professional, appropriate, and welcoming interactions with donors, prospective donors, and stakeholders.
- Prioritise and balance competing priorities in a busy, dynamic, and fast-changing environment.
- Respect confidentiality and use appropriate discretion when releasing information and interacting with donors and stakeholders about Philanthropy operations, and Ensure consistently.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Private Funding	To anticipate and respond to requests for information or assistance.
Head of Philanthropy	To anticipate and respond to requests for information or assistance.
Philanthropy Manager	To receive overall direction about current priorities for duties and operations; to anticipate and respond to requests for information or assistance; to provide updates on issues affecting allocated tasks and projects; to escalate issues as appropriate; and to report on progress against work plans.
Sydney Opera House Business Units	To coordinate and ensure a collegiate and integrated approach to Philanthropy operations across the Opera House.
External	
Current and prospective donors, external stakeholders	To provide professional, appropriate, and welcoming interactions with donors, prospective donors, and external stakeholders

ROLE DIMENSIONS

Decision Making

- The Philanthropy Associate has autonomy and makes decisions that are under their control, referring to the Philanthropy Manager decisions that require significant change to agreed outcomes or timeframes or that are likely to escalate
- The role is fully accountable for the delivery of work assignments on time and to expectation in terms of quality, deliverables, and outcomes
- The role is expected to exercise judgement and decision making consistent with relevant internal policies and procedures
- The role receives guidance and direction from the Philanthropy Manager on overall work activities and projects. On a day-to-day basis, the role co-ordinates with the other Philanthropy team on duties and operations, and allocated tasks and projects

Reporting Line

Philanthropy Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS





- Experience and demonstrated success in donor reporting, donor stewardship and/or customer engagement operations
- Superlative data management, financial management, and reporting skills.
- A self-starter, able to set own priorities, work independently, and exercise appropriate initiative under broad direction from management.
- Able to negotiate conflicting priorities, use flexibility in problem solving, and work collaboratively across teams to achieve strategic objectives.
- Articulate, with excellent oral communication, presentation, and interpersonal skills.
- Professional, sophisticated, and welcoming to donors and to external and internal stakeholders, able to represent the Opera House to the required standard in those dealings, even under pressure.
- Clear ethical standards and ability to deal appropriately with the confidentiality and privacy issues associated with donors.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical, and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
		<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
		<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
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Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
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