

Relationships Manager

May 2019

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| Reporting to: | Director of Fundraising and Marketing | |
| Direct Reports: | None | |
| Status: | Permanent | Full Time. We support flexible working. Please talk to us about what you want. |
| Salary range: | ~\$90,000 gross commercial market equivalent + super. Note: this includes the tax benefit from the PBI fringe benefit | |
| Location: | Sydney | |

We welcome applications from people with an Aboriginal or Torres Strait Islander background.

About the organisation

ReachOut is Australia's leading online mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.

We've been changing the way people access help since we launched the world's first online mental health more than 21 years ago. Everything we create is based on the latest evidence and designed with experts, and young people or their parents. This is why our digital self-help tools are trusted, relevant and easy to use.

Available for free anytime and pretty much anywhere, 132,000 people in Australia access ReachOut every month. That's more than 1.58 million each year.

About the role

This is an exciting opportunity for a creative and results-focused Relationships Manager to join ReachOut's Fundraising team. Reporting to the Director of Fundraising and Marketing, the purpose of the role is to identify and establish new funding partners, which could be corporate, individuals, trusts, or foundations. In addition, this role will manage and steward existing relationships with a professional, strategic and personal approach.

You work with teams across the organisation to gather detailed program information and use this information to develop strong grant applications, funding proposals and reports to funders. You are organised and collaborative with proven relationship management experience, exceptional written and interpersonal communication skills, and the ability to juggle multiple priorities. You will help to develop and implement the business strategy, and actively engage in prospecting and leading the opportunity to convert identified prospects into active supporters of ReachOut. Your ability to establish and run budgets, pipelines and regular reporting to senior management will be highly regarded.



Your key responsibilities will be:

Meeting short term and long term financial objectives by:

- Driving new business opportunities
- Researching potential partners and creating a pipeline of prospects
- Using your own and the organisations networks to generate new funding opportunities
- Attend events, promote ReachOut and develop further relationship opportunities
- Plan approaches and pitches that speak to the shared values and outcomes of ReachOut and prospective funding partners
- Securing new relationships for ReachOut

Sustaining and growing existing relationships by:

- Implementing an engagement strategy for new and existing relationships to ensure they are kept up to date with ReachOut's research, innovations and achievements
- Pitching new ideas to existing funders to grow engagement and income

In order to achieve the above effectively you will:

- Deliver reporting and financial budgets and forecasts
- Play a key role in the achievement of the overall fundraising strategy
- Manage budgets, pipelines and database information

You will work closely with:

| Who | Purpose |
|---------------------|---|
| 1. Director | The Director provides ongoing leadership, management and support |
| 2. Fundraising Team | Participate as a positive and contributing team member to achieve fundraising goals |
| 3. Marketing Team | Work with the marketing team to create marketing and communication opportunities with, and for, corporate partners. |

To be successful in the role, you need:

- 3-5 years' experience in fundraising, business development, sales or marketing
- Proven account or client relationship management experience
- Demonstrated ability to reach business development targets
- Pipeline and budget management experience with proven results in meeting and exceeding revenue targets
- Excellent verbal and written communication skills
- Excellent presentation design and delivery skills
- Excellent people skills
- Strong self-motivation and initiative
- Demonstrated ability to use influence and persuasion to achieve desired outcomes
- A professional, confident, positive and constructive manner and approach

- A commitment to ReachOut's values and behaviours

We also think it would be useful to have:

- Existing networks and relationships that can be useful for ReachOut
- Tertiary qualifications in Marketing, Fundraising, Sales or related field