

Role Description

Development Manager

Department: Philanthropy

Reports to: Director of Development

Reports: 0

Review Date: 30 Aug 2024

Primary Purpose of the Role:

The Development Manager is responsible for the acquisition, retention and stewardship of multiple income sources across institutional and individual giving. Working closely with the Head of Philanthropy, Director of Development, Director of Finance and the CEO, the Development Manager manages the Trusts and Foundations portfolio, a small portfolio of major donors, as well as the Sydney Symphony Vanguard program. Other external stakeholders within this remit may include liaising with government officials and dignitaries.

The Development Manager promotes a culture of philanthropy across the organisation to ensure that the Sydney Symphony's patrons and prospects feel deeply engaged with and committed to the Orchestra.

Key accountabilities:

- Work closely with the Director of Development and wider Philanthropy team to achieve annual fundraising goals;
- Lead the management of the Orchestra's Trusts & Foundation portfolio and be the key organisational contact for future prospects and enquiries;
- Coordinate, research, write, and submit grant applications in consultation with the Director of Development and Director of Finance;
- Clearly articulate the Orchestra's impact and share stories which inspire giving;
- Identify and research new grant opportunities and monitor existing opportunities to map out and organise high level prospecting activity;
- Collaborate with relevant teams to understand activities, resourcing requirements and budgets to be able to plan and prioritise grant applications accordingly;
- Undertake a number of face-to-face meetings per month and devise individual plans for a portfolio of donors to secure ongoing and increased gifts to the Orchestra;
- Work with Director of Development, Head of Philanthropy and team to identify and engage high net worth donor prospects;
- Work closely with the Vanguard Collective to identify, engage and cultivate potential Vanguard and Collective members;
- Oversee the day-to-day administration of the Vanguard membership program and work with the Events Officer to execute Vanguard events throughout the year;
- Develop and manage key stakeholder engagement strategies to support the mission and vision of the Orchestra; and
- Attend concerts, events and other duties as required.

Qualifications and Skills:

- 2-5 years' experience in Fundraising
- Highly developed CRM skills (Tessitura preferred)
- High-level people and relationship management skills
- High level of initiative, strong organisational and negotiation skills
- Excellent communication and presentation skills
- Knowledge and passion for classical and contemporary orchestral music

Development:

- Commitment to continued professional development, with a focus on fundraising and leadership.

CAPABILITIES

All Sydney Symphony employees must demonstrate the following professional capabilities in their job roles. Depending on the level of job role seniority, employees work towards Foundational, Intermediate, Adept, Advanced or Highly Advanced skills in each capability area through annual performance review assessments and ongoing professional development and coaching from supervisors, mentors and peers.

PERSONAL ATTRIBUTES

1. **Display Resilience and Courage:** Be open and honest, prepared to express your views, and willing to accept and commit to change
2. **Act with Integrity:** Be ethical and professional, and adhere to the Sydney Symphony Values
3. **Manage Self:** Show drive and motivation, a measured approach and a commitment to learning
4. **Value Diversity:** Show respect for diverse backgrounds, experiences and perspectives



RELATIONSHIPS

1. **Communicate Effectively:** Communicate clearly, actively listen to others and respond with respect
2. **Commit to Customer Service:** Provide customer centric services in line with Sydney Symphony service and organisational objectives
3. **Work Collaboratively:** Collaborate with others and value their contribution
4. **Influence and Negotiate:** Gain consensus and commitment from others and resolve issues and conflicts



RESULTS

1. **Deliver Results:** Achieve results through efficient use of resources and a commitment to quality outcomes
2. **Plan and Prioritize:** Plan to achieve priority outcomes and respond flexibly to changing circumstances
3. **Think and Solve Problems:** Think, analyse and consider the broader context to develop practical solutions
4. **Demonstrate Accountability:** Be responsible for own actions, adhere to legislation and policy and be proactive to address risk



BUSINESS ENABLERS

1. **Finance:** Understand and apply financial processes to achieve value for money and minimise financial risk
2. **Technology:** Understand and use available technologies to maximise efficiencies and effectiveness
3. **Procurement and Contract Management:** Understand and apply procurement processes to ensure effective purchasing and contract performance
4. **Project Management:** Understand and apply effective planning, coordination and control methods








PEOPLE MANAGEMENT

1. **Manage and Develop People:** Engage and motivate staff and develop capability and potential in others
2. **Inspire Direction and Purpose:** Communicate goals, priorities and vision and recognise achievements
3. **Optimize Business Outcomes:** Manage resources effectively and apply sound workforce planning principles



4. Manage Reform and Change: Support, promote and champion change, and assist others to engage with change

FOCUS CAPABILITIES

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations

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 • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a customer focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisations systems processes policies and programs respond to customer needs
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
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

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> 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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis <ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks