

ADRA Australia and New Zealand

Relationship Manager

Commitment: Full-time – Fixed term contract till 30-6-2024

Location: Auckland - New Zealand



About the role

ADRA Australia and New Zealand is seeking an experienced and motivated Relationship Manager to join our Supporter Engagement team.

The successful applicant for this role is responsible for implementing a development strategy for New Zealand supporters. This would cover regular giving, major donors (including corporate giving), churches and bequests; to develop and nurture relationships with existing, and lapsed regular givers, major donors, churches and bequest prospects; to secure new regular givers, major donors, churches and bequest prospects; and to proactively solicit major gifts.

The Relationship Manager is an integral member of the ADRA Australia and New Zealand Supporter Engagement Team led by the Supporter Engagement Director and may be required from time to time to travel to Australia for cross-learning meetings.

A copy of the Position Description for the role is included at the end of this document.

About ADRA Australia and New Zealand

The Adventist Development and Relief Agency (ADRA) is the official humanitarian agency of the Seventh-day Adventist Church. As part of the global ADRA network which reaches into over 100 countries, we are motivated by our faith, to enable people and communities in Australia, New Zealand, the South Pacific, Asia and Africa to improve their health and livelihoods and assist people to prepare for and recover from disasters around the world.

As part of the global ADRA Network, both ADRA Australia and ADRA New Zealand share the same purpose and as from 1 January 2021, an alliance between the two entities was formed with the transition to be rolled out over a two-year period. The Alliance is intended to make both organisations stronger, and as a result, have a greater reach and impact in the communities. Leveraging resources and minimising duplication of work in fulfilling this purpose is expected to increase efficiencies and organisational capacity.

ADRA Australia holds full accreditation with the Australian Government Department of Foreign Affairs and Trade and is a member of the Australian Council for International Development (ACFID) and the Australian Council for Social Services (ACOSS). ADRA New Zealand is fully accredited with the New Zealand Foreign Affairs and Trade and Council for International Development.

Our Values – We conduct our work by being:

Connected – working collaboratively for the best outcome for those living in poverty or distress.

Courageous – persevering through challenging situations.

Compassionate – empathising with the communities we work with and with each other.

Adventist Development and Relief Agency New Zealand

Street Address	124 Pah Road, Royal Oak, Auckland 1023	Phone	+64 9 625 0888
Postal Address	PO Box 24-111, Royal Oak, Auckland, 1345	Toll Free	0800 499 911
Website	www.adra.org.nz		

About the Supporter Engagement Team

The Relationship Manager is appointed by the ADRA New Zealand Administrative Committee and reports to the Supporter Engagement Director and New Zealand General Manager.

The Supporter Engagement team works collaboratively with the following ADRA Australia and New Zealand teams:

- Emergency Management
- Finance/IT
- International Programs
- National Programs
- Open Heart International
- People and Culture

The Supporter Engagement team is responsible for the development and implementation of sustainable regular giving and major donor acquisitions, to increase the level of engagement and the total value of regular and major gifts to ADRA New Zealand, nurturing existing supporters as well as expanding the supporter base and sharing the positive impact of ADRA New Zealand's work.

Selection Criteria

Essential

1. Commitment to the purpose of ADRA, and to the achievement of our overall strategy and priorities with demonstration of our ADRA values and desired team culture lived out in all aspects of work practise.
2. Willingness to work within a Christian ethos with conduct that is respectful of the beliefs and practices of the Seventh-day Adventist Church when in the workplace or otherwise representing ADRA Australia.
3. Related industry qualifications with at least five years plus experience in sales, account management or customer service.
4. Innovative and strong problem solving, negotiating, and influencing skills to achieve desired outcomes.
5. Ability to develop and implement strategies to increase the number and value of bequests pledged.
6. Outstanding communication, interpersonal skills and cultural competencies, with the ability to interact with people from various backgrounds and ages.
7. Ability to handle data accurately and with confidentiality.
8. Ability to use MS Office (MS Word, Excel, Outlook, Teams, Power Point) and CRM systems (preferably Raisers Edge).
9. Proven and demonstrated organisational and time management skills.

Desirable

1. Ability to engage proactively with churches, major donors, and bequests prospects.
2. Proven ability to contribute to the continuous improvement of processes and procedures that are fit-for-purpose and compliant with overarching protocols in developing and maintaining long lasting relationships.
3. Ability to be agile, flexible, and adaptable to change.

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Key Competencies

- **Persuading and Influencing**
Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others.
- **Presenting and Communicating Information**
Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- **Formulating Strategies and Concepts**
Works strategically to realize ADRA's goals; sets and develops strategies; identifies, develops positive and compelling visions of ADRA's future potential; takes account of a wide range of issues across, and related to, ADRA.
- **Delivering Results and Meeting Customer Expectations**
Focuses on individual needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; Consistently achieves project goals
- **Working with People**
Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.

Other Requirements

- At the time of application, the successful applicant will already have the legal right to live and work in New Zealand.
- Commitment to abide by the ADRA New Zealand Code of Conduct and organisational policies and procedures. A copy of relevant policies is available on request.
- ADRA Australia and New Zealand takes the prevention of sexual misconduct, harassment and child protection seriously and screens applicants for suitability. The successful applicant will be required to obtain a police check for each country in which the individual has lived for 12 months or longer over the last five years, and for the individual's country of citizenship (including dual citizenship holders). The successful applicant will need to provide their consent to a criminal record check. ADRA Australia and New Zealand recognises that in limited instances it may prove impossible to obtain a reliable criminal record check. In such circumstances a statutory declaration outlining efforts made to obtain a foreign police check, and disclosing any charges and spent convictions may be accepted.
- Applicants will be requested to disclose whether or not they have had a substantiated Sexual Exploitation Abuse or Harassment claim of any nature made against them in Australia, New Zealand or overseas. This is included in the Job Application Form.

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How to Apply

To apply, candidates should address the selection criteria in their application letter providing examples of past experiences and qualifications. There is no closing date, however we will be interviewing suitable candidates as they apply. Please forward your letter and resume - along with the names of three work related referees - to: HR@adra.org.au

If you have questions or need further information, please contact:

Gianina Badea

Phone +61 2 9473 9525

Email HR@adra.org.au

ADRA is an Equal Employment Opportunity (EEO) employer.

The appointing body reserves the right to fill this position at its discretion and to close applications early.

See Position Description following.

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**Connected
Courageous
Compassionate**

Position Title:	Relationship Manager
Department:	Supporter Engagement
Reports To:	Supporter Engagement Director / NZ GM
Team Supervision:	Supporter Engagement Director

Full / Part Time:	Full Time (Fixed Term)
Revised Date:	November 2021

Purpose of Position: A basic statement that describes the intent of the position.

The Relationship Manager is responsible for implementing a development strategy for regular giving, major donors (including corporate giving), churches and bequests; to nurture relationships with existing, prospective, and lapsed regular givers, major donors, churches and bequest prospects; to acquire new regular givers, major donors, churches and bequest prospects; and to proactively solicit major gifts. The Relationship Manager is an integral member of the ADRA Australia / New Zealand Supporter Engagement Team led by the Supporter Engagement Director and may be required from time to time to travel to Australia for cross-learning meetings.

Behavioural Expectations: Our code of Conduct - How we do things in our organisation that underpins our values.

ADRA New Zealand Code of Conduct and related policies

Key Competencies: The competencies, qualifications, skills and experience the person needs to do the role successfully.

5 years+ sales, account management or customer service experience. Innovative and strong problem solving, negotiating, and influencing skills to achieve desired outcomes.

ADRA Competency Framework: 3.2 Persuading & Influencing, 3.3 Presenting & Communicating Information, 5.3 Formulating Strategies & Concepts, 6.2 Delivering Results & Meeting Expectations, 2.1 Working with people,

Key Responsibilities: The things that the person needs to be responsible for to successfully fulfil the obligations of this position.

Area of Responsibility Groupings or areas of responsibility	Actions / Tasks / Objectives What has to get done in this area	Measures of Success / KPI's How job performance will be measured
BUSINESS DEVELOPMENT	<ul style="list-style-type: none"> Help design and be responsible for the implementation of a sustainable regular giving and major donor acquisition, conversion and engagement strategy to increase the level of engagement, and increase the total value of regular and major gifts to ADRA New Zealand – including individual givers, churches and corporate giving. Proactively research and qualify prospective supporters, maintain a pipeline of prospects and tailor pitches that appropriately balance supporter interests, program needs and the objectives of ADRA New Zealand. Implement a bequest development strategy to increase the number and value of bequests pledged. 	<ul style="list-style-type: none"> Consistently reflects the mission and values of ADRA New Zealand, the alliance with ADRA Australia, and the Seventh-day Adventist Church. Consistently meets acquisition, retention and lifetime value targets for regular and major donors. Consistently meets bequest objectives.
ACCOUNT MANAGEMENT & SUPPORTER CARE	<ul style="list-style-type: none"> Develop and maintain relationships with, at least, the top 100 current, prospective, and lapsed regular givers, major donors (including corporate givers), churches and bequest prospects through personal visits, phone calls, reporting, recognition initiatives, church presentations as well as other regular correspondence. Coordinate church engagement in collaboration with the broader ADRA New Zealand team Develop and maintain accurate supporter records to ensure effective supporter management. 	<ul style="list-style-type: none"> Availability and enactment of a management plan for regular givers, major donors, churches and bequest prospects that is well-maintained and current. Maintains detailed calendar of activities and engagement for relationship building with regular givers, major donors, churches and bequest prospects. Up-to-date records and notes in CRM.

STAKEHOLDER MANAGEMENT	<ul style="list-style-type: none"> Facilitate the fulfilment of bequest commitments by liaising with executors, Conference Bequest Officers and other relevant stakeholders. 	<ul style="list-style-type: none"> Bequest monies are effectively channelled to ADRA New Zealand from executors, bequest officers and other stakeholders within reasonable timeframes.
CAMPAIGN DEVELOPMENT & PERFORMANCE MANAGEMENT	<ul style="list-style-type: none"> Help conceptualise and implement reactivation and up-selling campaigns for regular givers and major donors in alignment with the overall regular giving and major donor strategy and in consultation with the Supporter Engagement Director and New Zealand General Manager. Assess the success of campaigns and strategies, track results against agreed KPIs and tailor approaches to maximise their effectiveness. 	<ul style="list-style-type: none"> Consistently meets targets for reactivation and up-selling campaigns for regular givers and major donors. Presents a bi-annual report of regular giving, major donor, church and bequest activities.

Employee Signature:		Supervisor(s) Signature(s):		Date: / /
Print Employee Name:		Print Supervisor Name:		