

Position Description

Samaritan's Purse Australia

Position Title: Donor Ministries Manager

Reporting to: Managing Officer (Executive Director), Donor Ministries Director (IHQ)

Authorised by: Managing Officer, Donor Ministries Director (IHQ)

Location: National Office – Kings Park, Sydney

Role Definition

The Donor Ministries Manager represents the ministry of Samaritan's Purse in building long-term partnerships with current and prospective major donors. Focus is on sharing what God is doing through the ministry and intentionally developing relationships that invite people into deep and meaningful partnership that will facilitate the ongoing funding of Samaritan's Purse programs. The role also oversees the Donor Services team to ensure operations of gift-entry, record keeping, communications and thank-you calls to donors.

The Donor Ministries Manager plays a key role in stewarding relationships with major donors, grant-making Trusts and Foundations, and other partners of Samaritan's Purse by meaningfully connecting those relationships to God's work through Samaritan's Purse. Similarly, in offering oversight for the Donor Services staff, the role ensures that everyone supporting the ministry is appropriately acknowledged, their data is preserved, and the ministry has the benefit of accurate contact information for the people and groups who desire to engage with us in God's work.

This role requires occasional travel within Australia and New Zealand to implement various aspects of Donor Engagement Initiatives, Donor Dinners, and other Special Events. The position collaborates with three organizations - Samaritan's Purse Australia, Operation Christmas Child and, at times, The Billy Graham Evangelistic Association.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities. It is essential to reside in the assigned Region.

Key Responsibilities

1. Represent Samaritan's Purse

- Represent Samaritan's Purse with integrity to current and prospective donors, including individuals, organisations, trusts/foundations, and churches.
- Clearly communicate the mission, programs, and global impact of the ministry, giving testimony to God's provision and faithfulness.

2. Intentionally Build Relationships

- Identify and connect with people who align with the mission and values of Samaritan's Purse.
- Build strong, trusting relationships that keep donors informed, valued, and engaged as partners in the work.

- Help donors understand the impact of their giving and grow a long-term vision for partnership in God's Kingdom.

3. Strategy & Growth

- Work closely with the Marketing and Communications team to develop and deliver strategies that grow donor engagement and annual fundraising income over the next three years.

4. Fundraising Management:

- Manage and grow a diverse range of income streams, including individual giving, major donors, grants, and fundraising events.
- Oversee donor acquisition and retention strategies, including the nurturing of major donor relationships and networking with trusts and foundations.

5. Serve and Care for Donors.

- Oversee Donor Services team responsible for thanking donors personally and in a timely manner for their support.
- Provide clear, meaningful reports that show the impact of their giving.
- Offer pastoral care through prayer, encouragement, and Biblical stewardship principles where appropriate.

6. Show Opportunities for Partnership

- Invite donors into deeper partnership through giving opportunities aligned with their ministry passions and the mission of Samaritan's Purse.
- Explore broader partnership opportunities that empower donors' time, talent, and influence, to expand opportunities to all parts of the ministry.

7. Program Monitoring and Reporting:

- Maintain accurate donor data in the CRM (Innkeeper, Blackbaud Raiser's Edge / NXT) and support analysis of donor engagement effectiveness.
- Contribute to reports on donor outcomes, impact, and future goals.

8. Administrative and Logistical Support

- Assist with budgeting and financial oversight for donor-related programs.
- Work with IT and Data teams to ensure donor records are accurate, current, and well managed.

Works with

- Managing Officer (Executive Director)
- Vice President of Donor Ministries, International Headquarters
- Director of Donor Ministries, International Headquarters
- Samaritans Purse Disaster Relief Manager
- Samaritans Purse International Project Manager
- Operation Christmas Child Ministry Manager
- Marketing and Communication Manager

Key Competencies

- Strong volunteer leadership track record in a Christian ministry.
- Must have a deep and mature relationship with Jesus Christ, willing to share that journey in building relationships with donors, and a passion for seeing the Gospel reach the ends of the earth.
- Agreement and compliance with the SPA and BGEA Statements of Faith.
- Strong team environment work history.
- Maintain membership in good standing of a church.
- A self-motivated and proactive worker.
- Possess high relational/emotional intelligence to manage relationships with staff, volunteers, and donors.
- Excellent communicator.
- Value confidentiality.
- Be a team player who builds trust and credibility within the organizations and externally with various stakeholders.

Knowledge and Experience

Essential:

- Appropriate leadership qualifications or experience.
- Experience with CRM systems.
- Fundraising experience.
- Excellent written and oral communication skills.
- Strong interpersonal skills.
- Highly organised with a strong attention to detail.
- Proficient in Microsoft Office, including Excel.
- Ability to lead in a team environment.
- Ability to multitask in a fast-paced, dynamic environment.
- Excellent time management skills.
- Ability to maintain strict confidentiality.
- Strong initiative and self-motivated.
- Good analytical and problem-solving skills.
- Conduct in accordance with the standards established for all employees of Samaritan's Purse Australia.

Desirable:

- Fundraising experience.
- Experience working in the Not-for-Profit (NFP) sector.