

# Job Description

## Details

<b>Job title</b>	Head of Development	<b>Team</b>	Development
<b>Reports to</b>	Chief Marketing & Fundraising Officer	<b>Job status</b>	Permanent
<b>Direct reports</b>	Director of Development, Development Manager – Major Gifts, Development Manager – Trusts & Foundations.	<b>Hours</b>	Full Time

## Our Vision and Mission

<b>Our Vision</b>	For every sick child to have the best possible health care, with access to world-class research and clinical treatment in a healing environment.	
<b>Our Mission</b>	We improve children's health by supporting and funding world-class research and clinical treatment, and by providing care and entertainment for sick kids and their families.	
<b>Our Values</b>	<b>Accountability</b>	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly
	<b>Recognition &amp; Respect</b>	We are respectful in all our interactions and committed to recognising others and valuing their contributions
	<b>Care</b>	We care for everyone we impact – the children always come first
	<b>Working Together</b>	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements
	<b>Excellence &amp; Innovation</b>	We strive for excellence, encourage innovation and develop our skills to achieve our best

## Key Relationships

<b>Primary internal relationships</b>	Direct Marketing team, Partnerships team, Finance team, Research and Grants team, Marketing team, Patient and Family Support team
<b>Primary external relationships</b>	Major Gift donors and prospects, Trusts and Foundations

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## The Person

**Qualifications** • Undergraduate degree in business, communication or other relevant area

**Skills and Experience**

- 8+ years business development experience in major gifts, corporate partnerships or sponsorships, with significant focus in new business development
- Demonstrated experience developing and implementing a successful multi-year business development strategy
- Demonstrated ability to make appointments with HNW individuals, CEO's and Board Members and superior interpersonal skills to understand motivations, articulate a persuasive case, and influence decisions.
- Prospect management and knowledge of systems that support it
- Demonstrated experience of fundraising performance management and implementing systems required to ensure delivery against defined performance measures
- Excellent negotiation and stakeholder management skills
- Ability to build empathetic relations with high net worth individuals in a variety of professional and high visibility positions
- Expert technical and professional skills in principal gift fundraising including ideally an up to date knowledge of medical research funding
- Experience of working in not-for-profit sector
- In-depth knowledge and interest in philanthropy
- In-depth knowledge of CRM and major gift reporting
- Able to identify major gifts prospects and develop strategies of engagement to develop the relationships that give transformative gifts to CHF
- Demonstrates ability to develop major gift prospect strategies that may involve philanthropy, sponsorship and research funding.
- Demonstrated experience providing strategic advice to senior internal and external stakeholders, including CEOs and board members.
- Ability to see the bigger picture and engage with a donor on a strategic level
- Has built and developed a team of major gift fundraising professionals at various levels of fundraising responsibility
- To have the gravitas required to command respect among senior healthcare stakeholders and internally within CHF
- Willingness to work outside of regular hours and to travel as needed

## Job Purpose

### Primary purpose of role

The Head of Development role is primarily responsible for the design, support and delivery of the Foundation's major gift activity. The Head of Development is responsible for establishing centralised expertise and coordination of all major gift fundraising activity across the Foundation. This will involve managing a team of major gift fundraising professionals as well as establishing strong relationships with the CHQ clinician, research and management teams. The major gifts team interacts with individuals; trusts and foundations; and corporations throughout Queensland, Australia and Internationally.

The CDO will need to lead by example, working collaboratively and transparently to maximise major and principal gift giving to the Foundation. The role requires ad hoc working outside of hours, domestic travel and budget responsibility.

## Key Responsibilities

### Leadership / Management

- To establish and manage the major gifts team to deliver on strategy to the Foundation and deepen relationships with current and prospective donors
- Work collaboratively with the both the Foundations team and the CHQ team to ensure the success of the major gifts team
- Influence senior internal and external stakeholders and both current and prospective donors
- Leadership in the integration of activities across the Foundation, fostering coordinated teamwork and support between functional teams
- Provide professional leadership to establish and maintain CHF as a leader in philanthropy – introducing best in class development tools, techniques and practices and overseeing the professional development of CHF's major and principal gift fundraising staff
- Provide regular major gift reporting against KPIs and campaign targets
- Recruit, induct, coach, develop and line manager the major gifts team

### Financial / Non-Financial Goals

- Ensure that all major gift activities meet the agreed budget and that financial risks are actively managed
- Ensure strong relationships and communications with the research and clinical community to ensure timely acquittal of donor's funds
- Meet defined KPIs set out at the start of each financial year as agreed with the Chief Marketing & Fundraising Officer

### Strategic Management

- Implement CHF's major gift 5-year strategic plan and annual operational plans Design tools which articulate and support the major gift activities, including case for support documents and materials, research analysis, and major gift tables.
- Provide strategic advice for the Chief Marketing & Fundraising Officer, CEO, Board and decision-making committees on relevant fundraising issues
- Manage the major gifts portfolio, developing strategies, providing written materials and oral briefings, and assisting with solicitations

- Oversee and advise on briefings and strategies for the senior leaders in the Foundation involved with major gift solicitation
- Maintain CHF as an industry leader by identifying and employing appropriate tools for effective delivery of fundraising best practice
- Provide mentoring and leadership to all fundraising staff and executives involved in major gift activities

### **Major Gift Fundraising**

- Manage a personal portfolio of major gifts prospects to deliver philanthropic income to agreed targets
- Identify, cultivate and negotiate with potential major gifts donors to CHF to meet the fundraising needs of the Foundation
- Identify and secure individual major gifts greater than \$100,000 to meet prioritised funding needs of the Foundation in the context of ongoing fundraising activity for the Foundation and major campaigns
- Manage the proposal process for securing donations in collaboration with relevant stakeholders: setting cultivation and solicitation plans for approaches to key donors
- Steward a range of existing donors to sustain their connection with CHF and cultivate support
- Collaborate with, advise and brief members of CHF staff, hospital administrators and clinicians, key volunteers and other Foundation contacts to enable them to secure significant gifts from individuals/institutions
- Work with the team to identify high-value prospective donors ensuring key leaders are used to the best effect to deliver on principal gifts plan objectives

### **Work Health & Safety**

- Comply with and champion all Children’s Hospital Foundation workplace health and safety policy and procedures
- Take reasonable care at work to ensure your own and others’ safety
- Report all known or observable hazards

## **Competencies**

Decision Quality	Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers.
Strategic Agility	Sees ahead clearly; can anticipate future consequences and trends accurately; has board knowledge and perspective; is future oriented; can articulately paint credible pictures and visions of possibilities and likelihoods; can create competitive and breakthrough strategies and plans.

Organising	Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Drive for Results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Managing Vision Purpose	Communicates a compelling and inspired vision or sense of core purpose; talks beyond today; talks about possibilities; is optimistic; creates mileposts and symbols to rally support behind the vision; makes the vision sharable by everyone; can inspire and motivate entire units or organisations.
Ethics and Values	Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
Business Acumen	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology and information affective his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.
Innovation Management	Is good at bringing the creative ideas of others to market; has good judgement about which creative ideas and suggestions will work; has a sense about managing creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace.
Managerial Courage	Doesn't hold back anything that needs to be said; provides current, direct, complete, and 'actionable' positive corrective feedback to others; lets people know where they stand; faces up to people problems on any person or situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.
Comfort Around Higher Management	Can deal comfortably with more senior managers; can present to more senior managers without undue tension and nervousness; understands how senior managers think and work; can determine the best way to get things done with them by talking their language and responding to their needs; can craft approaches likely to be seen as appropriate and positive.
Approachability	Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
Negotiating	Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging

relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

Learning on the Fly Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyses both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence of and the underlying structure of anything.

## Other Considerations

The Children's Hospital Foundation is committed to child safety. The *Commission for Children and Young People Act 2000 (QLD)* requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice could be a requirement for continued employment at the Foundation.