

Job Description

Details

Job title	Partnerships Manager	Team	Partnerships
Reports to	Head of Partnerships	Job status	Permanent
Direct reports	Nil	Hours	Full time

Our Vision and Mission

Our Vision	The best possible health for every child, in every family, in every community in Queensland		
Our Mission	We partner with the community to improve children's health by supporting and funding clinical care, research and education		
Our Values	Accountability	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly	
	Recognition & Respect	We are respectful in all our interactions and committed to recognising others and valuing their contributions	
	Care	We care for everyone we impact – the children always come first	
	Working Together	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements	
	Excellence & Innovation	We strive for excellence, encourage innovation and develop our skills to achieve our best	

Key Relationships

Primary internal relationships	Head of Partnerships, internal stakeholders (ICT, Finance, HR, Marketing, Patient and Family Support)
Primary external relationships	Current and prospective partners, suppliers

The Person

Qualifications	Appropriate undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training
Skills and Experience	<ul style="list-style-type: none">• At least 3 years' experience in the development, implementation and administration of strategies to establish and maintain key account partnerships, community engagement, business development, marketing and/or sales• Demonstrated experience in fundraising and/or fundraising programs for not-for-profit or similar organisations• Demonstrated experience in identifying prospective partnerships together with the ability to negotiate mutually beneficial outcomes and maintain relationships• Demonstrated experience writing and presenting proposals to secure opportunities• Experience in coordinating events and/or functions, or the ability to develop this skill• Budget management experience and the ability to interpret and draw conclusions• Excellent oral and written communication, interpersonal and presentation skills• Demonstrated ability to meet deadlines, to work under pressure and establish priorities, with a commitment to quality outcomes and customer service

Job Purpose

Primary purpose of role	The Partnerships Manager is responsible for maintaining and developing relationships with existing partners whilst driving new and innovative growth opportunities.
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Key Responsibilities

Relationship Management	<ul style="list-style-type: none">• Ensure allocated accounts are managed in a supportive, collaborative manner, with the ability to leverage opportunities• Responsible for developing relationships and managing key accounts/campaigns to drive income growth, in line with operational plans and budget requirements• Responsible for the overall planning and evaluation of each account• Ensure contact and communication is documented with appropriate action where required• Shared responsibility to attend relevant events to build relationships with key stakeholders• Responsible for managing expenditure and ensuring budgets are maintained• Liaise with stakeholders to ensure key communication plans are developed and implemented• Manage and resolve any issues as they arise and escalate where required, and the partner receives the agreed partnership benefits
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Fundraising & Event Support	<ul style="list-style-type: none">• Liaise and coordinate internal stakeholders to ensure campaigns/tours/events are coordinated and implemented in line with stakeholder requirements
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- Liaise with relevant stakeholders to ensure appropriate contracts are in place and ensure appropriate ongoing management and key elements are met
- Liaise with colleagues to ensure all PR, media and social/digital opportunities are captured and integrated into the campaign

Business Development

- Responsible for developing, implementing and evaluating an acquisition process and managing ROI
- Develop a pipeline of prospects
- Conduct research on various prospects and develop key findings
- Develop specific proposals and meet with prospects
- Each point of contact documented in database with appropriate action where required
- Negotiate a successful outcome to secure new partners
- Liaise with stakeholders to ensure the development, implementation and evaluation of contracts
- Manage the new relationship/campaign into the Foundation

Planning and Administration

- Responsible for contributing to the operational plan
- Contribute to the budgets and reforecasting process in line with the organisational strategy and planning process
- Develop budget management and financial reporting requirements
- Responsible for ensuring appropriate and compliant contracts are in place and are reviewed and updated on time
- Responsible for developing regular and ad hoc reports that are accurate and provide insight into current operations
- Undertake general administration tasks including, raising purchase orders, filing, tracking invoices and maintaining registers

Work Health & Safety

- Follow all Children’s Hospital Foundation WH&S policies and procedures
- Report all known or observable hazards
- Take reasonable care at work to ensure your own and others’ safety

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 orientated; 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 on 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.
Technical Learning	Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product or technical knowledge; does well in technical courses and seminars
Total Work Systems	Is dedicated to providing organisation or enterprise wide common systems for designing and measuring work processes; seeks to reduce variances in organisation processes; delivers the highest quality products and services which meet the needs and requirements of internal and external customers; is committed to continuous improvement through empowerment and management by data; leverages technology to positively impact quality; is willing to re-engineer processes from scratch; is open to suggestions and experimentation; creates a learning environment leading to the most efficient and effective work processes.
Standing Alone	Will stand up and be counted; doesn't shirk personal responsibility; can be counted on when times are tough; willing to be the only champion for an idea or position; is comfortable working alone on a tough assignment.
Interpersonal Savvy	Relates well to all kinds of people – up, down, sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Self-Knowledge	Knows personal strengths, weaknesses, opportunities and limits; seeks feedback; gains insight from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balances performance reviews and career discussions.

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 Commission. The issue and maintenance of a positive suitability notice could be a requirement for continued employment at the Foundation.