

# Job Description

## Details

<b>Job title</b>	Senior Manager – Corporate Engagement	<b>Team</b>	Corporate Engagement
<b>Reports to</b>	Chief Marketing and Fundraising Officer	<b>Job status</b>	Permanent
<b>Direct reports</b>	Corporate Engagement Manager	<b>Hours</b>	Full time
<b>Updated</b>	November 2019		

## Our Vision and Mission

<b>Our Vision</b>	The best possible health for every child, in every family, in every community in Queensland	
<b>Our Mission</b>	We help save children's lives and work wonders 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>	Chief Marketing and Fundraising Officer, Development Manager-Corporate Engagement, Partnerships Team, Development Team, Research and Grants Team, Patient and Family Support Team, Marketing and Communications Team.
<b>Primary external relationships</b>	Prospective corporate partners, CHQ Clinicians and Exec team, patients and families

## The Person

<b>Qualifications</b>	Appropriate undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training
<b>Skills and Experience</b>	<ul style="list-style-type: none"><li>• Demonstrated experience (min 7 years) in the acquisition and development of strategies to establish corporate business development partnerships with values greater than \$250k per partnership</li><li>• Business development experience in the sponsorship or not for profit sector is highly regarded</li><li>• Demonstrated experience in acquisition of new corporate partners across various sectors an across various partnership activities including CSR, corporate brand alignment, staff activation, customer engagement and community fundraising</li><li>• Proven ability to manage a small team and work effectively across the organisation engaging and working effective with multiple stakeholders to both acquire new corporate partners and also effectively transition new partners to account managers;</li><li>• Demonstrated experience in identifying prospective partnerships and building a strong multiyear pipeline of new acquisitions together with the ability to negotiate mutually beneficial outcomes</li><li>• Demonstrated experience presenting and pitching to senior managers and executives of commercial organisations</li><li>• Demonstrated experience writing and presenting proposals to secure opportunities;</li><li>• Demonstrated track record to meet and exceed budget targets by attracting new partners, whilst managing budget expenses</li><li>• Demonstrated ability to develop relationships with senior staff delivering services to ensure strong understanding and credible articulation of our cause and identification of opportunities for corporate engagement</li><li>• Excellent oral and written communication, interpersonal and presentation skills;</li><li>• Excellent interpersonal and collaboration skills, including an ability to understand the and manage key stakeholders such as clinicians, Hospital Executive and team members</li><li>• Experience with a Customer Relationship Management (CRM) database;</li><li>• Strong relationship building and networking skills</li><li>• Demonstrated ability to meet deadlines, to work under pressure and establish priorities, with a commitment to quality outcomes and customer service</li><li>• Excellent qualities in negotiation, tact, discretion and an ability to maintain confidentiality</li></ul>

## Job Purpose

<b>Primary purpose of role</b>	The Senior Manager - Corporate Engagement is responsible for securing long term, high value partnerships who align with our mission and our annual budget and effectively managing the transition of new partners to the Partnerships Team.
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## Key Responsibilities

### Business Development

- Achieve annual targets for Corporate Engagement of new partners as per budget and KPIs
- Responsible for developing, implementing and evaluating an acquisition process and managing overall ROI in the business development of new partnerships
- Review, monitor and provide feedback on other corporate engagement proposals and build a library of acquisition proposal resources, product opportunities, tools, and recognition frameworks
- Develop, maintain and regularly report on a weighted pipeline of leads, prospects and new business clients to ensure ability to meet budget
- Conduct research on various prospects and develop key findings
- Develop and deliver specific proposals and presentations for new prospects that are in keeping with the Foundation's organisational priorities and capacity to deliver
- Effectively communicate the benefits for the Foundation's partnership model
- Successfully negotiate new partner agreements in keeping with Foundation priorities and capacity
- Liaise with stakeholders to ensure the development, implementation and evaluation of contract
- Ensure prospective partners are in line with the Foundations Donations Acceptance Policy
- Follow up unsuccessful proposals and adapt learnings for future

### Partnership onboarding and Maintenance

- Ensure each account is appropriately handed over to the identified partnership manager as part of an agreed and documented hand over plan that ensures continuity for the partner
- Support the partnerships team where applicable in identifying strategies to retain at risk partnerships

### Staff Management

- Oversee the Corporate Engagement team to ensure a consistent engagement approach
- Implement clear KPIs, annual performance plans and support the development of direct reports
- Guide and support the Corporate Engagement Team to achieve their KPIs including feedback on targeting, proposals, presentations, and prioritisation.
- Ensure clear communications with direct report and peers across the organisation

### Financial

- Responsible for the budget and reforecasting process in line with the organisational strategy and planning process
- Develop budget management and financial reporting requirements

### Internal Relationships

- Liaise and coordinate internal stakeholders to ensure campaigns/tours/events are coordinated and implemented in line with stakeholder requirements
- Collaborate closely with the Research and Grants and Patient and Family Support teams to identify key opportunities for support
- Liaise with the Development team to ensure that Business Development and Major Gift have a coordinated approach and corporate contacts are introduced to the major gift team where appropriate

## Planning and Administration

- Responsible for contributing to the operational plan with appropriate consultation and in line with overall Foundation strategy
- Responsible for ensuring appropriate and compliant contracts are in place and are reviewed and updated on time in accordance with organisational procedures
- Ensure that each point of contact is documented in the database with appropriate action where required
- Responsible for developing regular and ad hoc reports to inform strategic direction and tactical decision making
- Undertake general administration tasks including raising purchase orders, filing, tracking invoices and maintaining registers relevant to business development activities
- Ensure that all relevant policies and procedures are understood and adhered to

## 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 *Working with Children (Risk Management and Screening) Act 2000* 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 is a requirement for continued employment at the Foundation.