

POSITION DESCRIPTION

Position Title	Partner Experience Manager	Line Manager	Head of Partner Experience
Location	Melbourne or Sydney	Direct Reports	n/a
Our Vision	To grant the wish of every eligible child	Mission Statement	Together, we create life-changing wishes for children with critical illnesses
Values	<ul style="list-style-type: none"> • Child Focus • Integrity • Impact • Innovation • Community 		
Position Summary	As Partner Experience Manager, you will manage, support and develop relationships with existing partners and key corporate supporters as designated to ensure that agreed partnership milestones and deliverables are achieved on-time and to a high standard. You will also ensure that partner satisfaction is continually monitored and reported through regular relationship audits and that potential for relationship growth and development is identified and maximised.		

Key Responsibilities

Task	Details
Acquisition (20% of role)	<ul style="list-style-type: none"> • Drive individual approaches to/negotiations with identified businesses with support from the team as appropriate. • Ability to develop, present and negotiate partnership proposals up to \$50k p/a value.
Account Management (80% of role)	<ul style="list-style-type: none"> • Manage, support and develop relationships with existing partners and key corporate supporters as designated. • Work with all partners in your portfolio to proactively renew existing partnerships and upgrade them where possible. • Provide professional, high quality account management and support to partners. Ensuring requests, opportunities and issues are efficiently responded to and ensuring that Make-A-Wish contractual obligations are delivered appropriately. • Ensure all campaign activations are performing against campaign objectives, considering the resources required to manage accordingly to achieve a successful outcome for the partner and Make-A-Wish. • Represent Make-A-Wish Australia at designated events relating to partnerships as required. • Monitor and provide impact reports to partners on a regular basis with a view towards account retention and increasing partner engagement. • Work with the Head of Partner Experience to develop engagement opportunities. • Ensure that discussions with partners are focused on growing relationships and enhancing strategic opportunities where appropriate. • Work closely with the Head of Partner Experience and, where applicable, the wider Partnerships team to on-board new partners.

	<ul style="list-style-type: none"> • Ensure that funds generated through partnerships reflect a good mix of streams and opportunities such as workplace giving, staff fundraising and any other products.
Revenue and Cost Management	<ul style="list-style-type: none"> • Ensure all partners' financial commitments are adhered to and that payments are followed up as required. • Support sustainable partnerships that result in net financial and/or other benefits, including supporting the renegotiating of partnership agreements. • Proactively support partnership/individual retention and growth targets, year on year. • Set annual budget for corporate fundraising and development and implement enabling strategies. • Provide periodic financial reports and projections as required. • Leverage effective current partnerships (and the wider partnership network) for gift-in-kind opportunities to reduce cost of wishes where possible. • Constantly look to identify new ways to build on existing partner activity to drive additional revenue • Where appropriate, engage our partner portfolio in new/existing campaigns and appeals
Policy and Process Development & Implementation	<ul style="list-style-type: none"> • Work with the broader Partnerships team to improve and evolve the current cultivation and stewardship policies and processes including the management of the pipeline. • Drive the development and implementation of partnership plans where appropriate, and ensure the strategy meets the objectives of Make-A-Wish and our partners. • Ensure partnerships are compliant with the agreement and brand guidelines. • Ensure that all data and information relating to partners and prospects is stored in Salesforce and the Partnerships Team file locations as approved by the Head of Partner Experience.
Relationship Management	<ul style="list-style-type: none"> • Work collaboratively with the volunteer branches so as to enable their ready involvement in and support of designated partner activations. • Work collaboratively with the Wish team to understand what opportunities there are to reduce costs of wishes through partnership activities and/or contracts and to identify potential opportunities to approach businesses. • Effectively manage suppliers and outsourced activity in line with performance objectives. • Work with the Wish team to identify and map out effective project management process when a partner is involved with wish activity

Role Competencies

Competency	Definition
Stakeholder Management	<ul style="list-style-type: none"> The ability to establish rapport and build constructive and effective relationships with stakeholders at all levels. The ability to identify stakeholder needs; what they value and how to motivate and communicate them.
Relationship Building	<ul style="list-style-type: none"> Developing and maintaining win/win relationships and partnerships through establishing formal working relationships. Works cooperatively with others – provides encouragement and support.
Initiative	<ul style="list-style-type: none"> Identifying what needs to be done and doing it before being asked or before the situation requires it.
Accountability	<ul style="list-style-type: none"> Accepts responsibility for their part of the business. Confident in making decisions within his/her area of responsibility. Delegates responsibilities while still accepting accountability for their success or failure. Committed to the achievement of business objectives. Models and encourages a culture of accountability with their team.
Communication	<ul style="list-style-type: none"> The ability to ensure that information is passed onto others who should be kept informed. The ability to express oneself clearly in conversations and interactions with others. The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.
Teamwork	<ul style="list-style-type: none"> As a team member, the ability and desire to work cooperatively with others in a team. Brings a persuasive and collaborative style to all projects and able to manage multiple stakeholders. Commit to striving towards the overall team revenue target, supporting team members in order to achieve that goal together

Make-A-Wish Behaviours

Behaviours	Definition
Child Safety	<ul style="list-style-type: none"> Is committed to safeguarding children and young people, always acting in their best interests to keep them safe Acts in accordance with policy and role models child safety behaviours and attitudes
Culture	<ul style="list-style-type: none"> Role models a positive attitude in the workplace Has a solution focused and proactive attitude, demonstrating resilience Strives in a team-oriented environment where the wider teams' goals are paramount over individual Remains focussed on objectives and outcomes for the Partnerships team while maintaining a friendly, considerate and collaborative relationship with the rest of the organisation
Honesty & Integrity	<ul style="list-style-type: none"> Is honest and displays respect for others Maintains confidentiality as appropriate Holds oneself accountable for actions Follows through on commitments and undertakings