

Role Title	Financial Partnerships Support Team Leader
Reports to	National Office Team Leader
Date	November 2024
Purpose	<p>As an integral part of the National Office, lead the Financial Partnerships Support Team to achieve the AFES Mission, Vision and Strategies in accordance with the Values and Doctrinal Basis.</p> <p>In prayerful dependence on God, you are employed to serve and support campus staff in their proclamation of Jesus Christ at University to present everyone mature in him by building student groups that:</p> <ul style="list-style-type: none"> • <u>E</u>vangalise students by proclaiming Jesus as Lord • <u>E</u>ncourage growth toward Christian maturity • <u>T</u>rain students in the skills and character to serve Jesus and His people • <u>S</u>end graduates throughout Australia and the world to serve Christ.
Key Responsibilities	<p>Your primary work is to lead the Financial Partnerships Support Team to deliver service excellence to financial partners and campus staff in order for the campus work to flourish.</p> <p>This includes being responsible for:</p> <ul style="list-style-type: none"> • Team Leadership <ul style="list-style-type: none"> ○ Lead, manage and empower the Financial Partnership Support Team members to effectively achieve their role. ○ Complete the annual feedback and planning processes for Financial Support Partnership Team members. ○ Support team members in their development and execution of their roles. • Management of Donation Operations <ul style="list-style-type: none"> ○ Oversee all aspects of the donation management process including the donation website, donor data accuracy, bank and database reconciliation, donation and general financial partnership enquires. ○ Oversee donation reporting to campus staff. ○ Support the management of relationships with key donors to AFES' National Projects and Initiatives. ○ Facilitate and support various AFES programs including the New Ministry Initiative and Where Most Needed fund. • Development of Donation Processes and Support Systems <ul style="list-style-type: none"> ○ Develop and improve processes and procedures to ensure financial partners and campus staff receive accurate, up to date information. ○ Automate key processes such as receipting, campus staff reports, missed or failed donation follow up and reconciliations. ○ Improve and develop database and donation website to meet donor, campus staff and team needs. ○ Implement new technologies and processes to improve the donor experience and streamline enquiries to improve service outcomes. • Development of New Financial Partnership Initiatives <ul style="list-style-type: none"> ○ Investigate and develop new financial partnership initiatives such as: bequests, key supporter programs, an endowment fund. • Manage existing and new Trusts and Larger financial partners <ul style="list-style-type: none"> ○ Oversee stewardship plans and communication in conjunction with the National Director and Deputy National Director. ○ Track and report income and expenditure to key projects receiving funds. ○ Participate in the development of new Trust and Major Donor relationships.

	<ul style="list-style-type: none"> • Self-learning and self-caring <ul style="list-style-type: none"> ○ Engage in the processes of Staff Learning and Development, including undertaking the annual feedback and planning processes with the National Administrator. ○ Monitor and maintain your wellbeing, including taking leave.
Relationships	<p>The Financial Partnerships Team Leader will report directly to the AFES National Administrator for day-to-day matters and liaise with:</p> <ul style="list-style-type: none"> • the Support Raising Coach to ensure the best outcomes for campus staff. • the Deputy National Director on Trusts and Larger financial partners. • project teams to work towards stewardship of Trusts and larger financial partners. <p>The Financial Partnerships Team Leader will regularly participate in the AFES National Office team meetings and will have contact with AFES campus staff and affiliates, and financial partners through the nature of the work.</p>
Special circumstances	<p>This position is full time and requires regular work to be performed at the AFES National Office, Kingsford. As such the incumbent will be expected to participate in the broader AFES National Office team meetings when present. It also requires attendance including travel to and from annual AFES conferences at hours outside those normally worked including Staff Conference and National Training Event.</p>
Qualifications	<ol style="list-style-type: none"> 1. Character as outlined in the Code of Conduct for AFES workers. 2. Doctrine as outlined in the Doctrinal Statement for AFES workers. 3. Proven ability to deliver excellence in customer service through systems and team development. 4. Experience with trusts and major donor stewardship and development. 5. Working with Vulnerable People Check (or relevant State Equivalent).
Competencies	<ul style="list-style-type: none"> • Builds Effective Teams • Balances Stakeholders • Ensures Accountability • Directs Work • Collaborates • Develops talent • Financial Acumen • Optimises work processes
Skills	<ul style="list-style-type: none"> • Process Improvement • Team leadership • Project Management • Fundraising • Interpersonal / customer service • Situational leadership • Self-care • Communication • Change management