

Position Description

Position Title:	Engagement Lead
Reports To:	CEO
Department:	Engagement
New/Existing:	New
Position Type	Fulltime
Location	Box Hill, Vic

The Position

Strategic Purpose

The Engagement Lead is a member of the Senior Leadership Team, working closely with the Fundraising & Communications Lead, the Strategic Partnerships Lead, and Social Enterprise Manager, to provide a superior experience for our existing supporters and to attract new supporters in line with the needs of our Strategic Plan. In particular, the Engagement lead will:

- Develop initiatives, programs and processes to grow and nurture meaningful engagement with Australians, through fundraising activities, community events, volunteer development, customer service functions and new activities.
- Manage the Supporter Care team for both inbound and outboard calling, supporter journeys development, and event management.
- Have a success and growth mindset, capable of both innovation and nurture approaches
- Help to grow the reputation and attractiveness of The Leprosy Mission Australia as it pursues its goal to be one of Australia's central mission agencies for the world's most outcast and neglected people.

Responsibilities

- Reporting to the CEO, the Engagement Lead will work in alignment with the Fundraising & Communications Lead and the Strategic Partnerships Lead to develop an overarching engagement strategy aligned to strategic goals of the organisation
- Drive and develop the Supporter Care team to ensure supporters (donors, customers and prayer partners) have an excellent experience.
- Development and implementation of donor journeys for all donors, sponsors, supporters, and social enterprise customers in partnership with other Leads.
- Work with the Community Engagement Coordinator and our large national team of volunteers to grow and nurture community, churches and volunteer engagement.
- Ensure complaints are managed appropriately and best practice complaints handling procedure is followed.
- Produce regular reports on engagement and supporter activity, including complaints and feedback register.
- Additional Job Functions from time to time may include:
 - Perform public speaking assignments as requested and required
 - Provide on-site event assistance at donor events
 - Prepare donor briefings when requested
 - Perform other related duties as assigned

- Mentor and train the Engagement team to ensure they are fulfilling their Key Result Areas as outlined in their Role Descriptions and that they are actively contributing members of TLMA. This can include developing training plans, addressing performance and providing constructive and considerate feedback.
- Plan and allocate resources to accomplish organisational & departmental objectives.
- Build the TLMA culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
 - Create and maintain a responsive and respectful workplace culture that integrates the TLMA values.
 - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.
 - Provide effective leadership to drive the performance and outputs of the team.
 - Foster and implement a commitment to continuous improvement within TLMA.

Knowledge and Skills

Essential

- An understanding of and ability to operate within the Christian based beliefs, vision, mission and values of The Leprosy Mission Australia.
- Tertiary qualifications in community engagement, fundraising, customer service, event management, or a related field or at least five years of experience in business development, sales, or fundraising.
- Excellent leadership and organisational abilities, including team management, strategic thinking and project management.
- An optimistic, growth-and -success mindset capable of innovating, persevering and nurturing our various staff teams and support communities.
- Excellent interpersonal skills with an ability to connect and influence a large and diverse group of people and can build and maintain meaningful professional relationships.
- Excellent communication skills, with an ability to speak clearly and write effectively and persuasively to communicate effectively with a diverse donor base
- Excellent presentation skills, able to share information and ideas effectively and efficiently.
- Demonstrated commitment to fostering healthy relationships with donors/customers.
- Comfortable with data-driven decision making and digital supporter journey development.
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- Experience and knowledge of best practice initiatives in church and community engagement and customer service.
- Ability to take initiative without prompting, taking proactive steps to manage and improve all work tasks and operations, being innovative, responsible, and insightful.
- Results-oriented thinking and behaviour with a genuine concern for effectiveness; possessing the desire to get the job done with excellence.

Desirable but not essential

- Understanding of and/or experience in international aid and development
- Experience in the development or donor relations department of a faith-based organisation, NGO, or university
- Demonstrated success in cultivating long-term relationships
- Experience with recordkeeping and donor databases such as Microsoft Dynamics, Salesforce, Blackbaud, or other database systems

Special Requirements

Safeguarding

- TLMA has a zero-tolerance policy towards any abuse, neglect, and exploitation to all people. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults.
- The postholder must sign, be familiar with, and comply with all TLMA organisational policies, including the Safeguarding Code of Conduct, the Safeguarding Policy and Procedures. All TLM staff are required to participate in mandatory safeguarding training.

Eligibility

- Permanent permission to work in Australia
- Be prepared to provide National Police Check and Working with Children Check