



<b>POSITION:</b>	<b>Philanthropy Coordinator</b>	<b>DEPARTMENT:Development</b>
<b>LOCATION:</b>	445 Hay Street Perth, WA	
<b>UNDERLYING AWARD:</b>	Live Performance Award	
<b>CLASSIFICATION:</b>	Production and Support Staff	
<b>AWARD LEVEL:</b>	Level Five (5)	<b>EFFECTIVE DATE: March 2025</b>

**1. PURPOSE OF POSITION**

The Philanthropy Coordinator is a highly professional individual who will support the members of the Development Team to secure and maintain income from a range of individuals. The primary focus of the role is to act as the first point of contact for WASO’s donors while coordinating the day to day administration of WASO’s relationships with those donors. This includes responding to donor queries; receipting donations; supporting the renewal of donations; designing and preparing philanthropic communications and promotional material; providing administrative support for and attending donor events; ensuring the accuracy of donor records and generating reports that inform various philanthropic engagement activities.

The position is ideal for an organised individual interested in marketing, stakeholder communication and engagement.

The Philanthropy Coordinator will be an enthusiastic team player, comfortable interacting face to face and via the phone, able to manage a busy and varied workload and work with all members of the organisation.

<b>2. KEY RELATIONSHIPS</b>	
<b>REPORTS TO</b>	<ul style="list-style-type: none"> <li>Philanthropy Manager</li> </ul>
<b>OPERATIONALLY REPORTS TO</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>DIRECT REPORTS</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>KEY INTERNAL RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>Chief Executive</li> <li>Director of Development</li> <li>Executive Managers</li> <li>Philanthropy and Corporate Development</li> <li>Marketing</li> <li>Education and Community Engagement</li> <li>Box Office</li> </ul>
<b>KEY EXTERNAL RELATIONSHIPS</b>	<ul style="list-style-type: none"> <li>Giving Circle Members</li> <li>Subscribers</li> </ul>

<b>3. WASO VALUES</b>	<b>BEHAVIOURAL REQUIREMENTS</b>
<p><b>EXCELLENCE</b></p> <p>Our pursuit to be the best never ends</p>	<ul style="list-style-type: none"> <li>We continue to learn and improve as individuals and as a team</li> <li>We celebrate our achievements and those of others</li> <li>We value a disciplined workplace that nurtures a strong culture of creativity and innovation</li> </ul> <p>We are open to give and receive constructive feedback</p>
<p><b>PASSION</b></p> <p>We love what we do and share this enthusiasm with others</p>	<ul style="list-style-type: none"> <li>We take great pride in our place and in our connections with the community</li> <li>We stand up to our challenges, bringing energy, commitment and resolve</li> <li>We find meaning and joy in the little things, because all of them count for the big ones</li> </ul>



	<ul style="list-style-type: none"> <li>We look ahead with optimism and make informed decisions for our future</li> </ul>
<p><b>TEAMWORK</b></p> <p>We are better when we're together</p>	<ul style="list-style-type: none"> <li>We prioritise the health, safety and wellbeing of ourselves and those around us</li> <li>We understand our role, and how this contributes to the company's place in our community</li> <li>We honour our commitments to get the job done well, and ask our colleagues to bring the same high standard each day</li> <li>We communicate with respect at all times and take ownership of our actions</li> </ul>

4. KEY RESPONSIBILITIES:	
	<ol style="list-style-type: none"> <li>Act as the primary contact for WASO's donors.</li> <li>Provide administrative support for all of WASO's philanthropic activities.</li> <li>Coordinate WASO's philanthropic communications in conjunction with relevant Development and Marketing staff.</li> <li>Manage a portfolio of campaigns of \$500 and under</li> <li>Purposefully represent WASO Philanthropy at all times</li> <li>Health and Safety</li> </ol>
KEY RESULT AREA	MAJOR ACTIVITIES
<p><b>1. Philanthropy Administration</b></p>	<ul style="list-style-type: none"> <li>Key accountability includes:               <ul style="list-style-type: none"> <li>Respond to donor queries</li> <li>Process donations, receipts and thank you letters/calls</li> <li>Coordinate correspondence to donors as required</li> <li>Raise invoices for the Philanthropy Team as required</li> <li>Maintain accurate donor records on Tessitura (CRM)</li> <li>Track donations to ensure alignment to purpose</li> <li>Maintain accurate donor records in Tessitura (CRM)</li> <li>Generate reports from Tessitura as required</li> </ul> </li> </ul>
<p><b>2. Fundraising and stewardship (donor engagement)</b></p>	<ul style="list-style-type: none"> <li>Coordinate WASO's regular giving program</li> <li>Coordinate the renewal of donations</li> <li>Coordinate the delivery of WASO's Philanthropy stewardship plan</li> <li>Support Philanthropy team members with incidental stewardship tasks</li> </ul>
<p><b>3. Philanthropy promotional online/marketing material and communications</b></p>	<ul style="list-style-type: none"> <li>Working with relevant Development and Marketing staff:               <ul style="list-style-type: none"> <li>Prepare and deliver Bravo, WASO's bi-monthly EDM (electronic direct mail) to donors</li> <li>Prepare and deliver WASO's birthday greetings (cards and EDMs) to donors</li> <li>Prepare and deliver WASO's Christmas greetings (cards and EDMs) to donors</li> <li>Prepare and deliver invitations and event reminders (EDMs) to donor events</li> </ul> </li> <li>Maintain donor acknowledgment listings in concert programs, on the website and in other philanthropic material.</li> <li>Support philanthropic mailouts (generate mailing lists, engage mail house, confirm stationery)</li> </ul>



	<ul style="list-style-type: none"> <li>Assist in the coordination, design and printing of philanthropic collateral (brochures, annual events calendar, postcards, greeting cards)</li> </ul>
	<ul style="list-style-type: none"> <li>Manage campaign for Giving Circle members under \$500 gifts</li> <li>Support and attend Philanthropy events as required</li> <li>Support Philanthropy team members with incidental stewardship tasks</li> </ul>
<b>4. Events</b>	<ul style="list-style-type: none"> <li>Provide administrative support for donor events</li> <li>Attend donor events as required</li> </ul>
<b>5. Finance</b>	<ul style="list-style-type: none"> <li>Raise requisitions in ARM (financial software) for purchase orders and reimbursements as required</li> <li>Coordinate the invoicing of Trusts and Foundations</li> <li>Generate donation summary reports from Tessitura as required</li> </ul>
<b>6. General Administration</b>	<ul style="list-style-type: none"> <li>Assist the Development Department with other activities as required</li> </ul>
<b>7. Health and Safety</b>	<ul style="list-style-type: none"> <li>Ensure the health, safety and welfare of yourself and other employees, customers and visitors as outlined in the WASO Employee Handbook</li> </ul>

**5. CORE COMPETENCIES**

**a) Skills:**

**Required:**

- Excellent written and verbal communication skills
- Innate ability to develop effective relationships with a wide range of stakeholders
- Strong organisational and time management skills and the ability to manage multiple competing priorities, and deliver detailed outputs with timeliness and precision
- Display a willingness to learn, enthusiasm and high level of initiative
- Ability to prioritise workload and work to deadlines
- Proficiency in Microsoft Office, Outlook CRM, databases
- Ability to type in excess of 35wpm
- Excellent attention to detail
- Ability to thrive in a fast-paced environment
- Ability to work constructively as part of a team, whilst autonomously managing competing tasks

**b) Knowledge:**

**Required:**

- Tertiary qualification in Arts, Marketing, Communications, Business or equivalent demonstrated experience

**c) Attributes:**

**Required:**

- Ability to work autonomously and independently with minimal supervision
- Willingness and ability to work outside normal business hours (for attendance at concerts)
- Able to develop strong working relationship with stakeholders at all levels
- Able to apply initiative and problem-solving skills
- Experience with customer service or external-facing business relationships
- Knowledge of database systems; particularly Tessitura and email server Wordfly desirable
- Knowledge of Australian fundraising practice and regulations



West Australian  
Symphony Orchestra

- Administration experience in the performing arts desirable

## **POSITION DESCRIPTION**

West Australian Symphony Orchestra