

ROLE PURPOSE

Role Title: Major Donor Relationships Coordinator

Division: Global Strategic Philanthropy - PA

Location: Queensland

Date: October 2025

Employment type: Full time, Permanent

Reports to: Major Donor Relationship Specialist

Number of direct reports: 0

Leadership Band: Leads Self

Purpose of the role:

The Major Donor Relationships Coordinator will support the growth of the major donor pipeline via re-engaging and reactivation of lapsed donors. Working closely with the Major Donor Relationships Specialist this role will coordinate donor journeys and tailored communications designed to deepen engagement, upgrade existing supporters and transition high potentially donors - predominately from the appeals and campaigns – into the major donor portfolio

The Major Donor Relationships Coordinator will own the outcomes of:

1. Support donor reactivation by coordinating tailored re-engagement activities for warm, lapsed and appeals donors giving under \$20K.
2. Implement donor upgrade journeys to move supporters from campaign giving into the major donor pipeline, following approved engagement frameworks.
3. Collaborate with prospect research to identify and prioritise reactivation and upgrade opportunities.
4. Deliver personalised donor outreach (calls, meetings, small-scale events) to deepen relationships and secure initial major gifts under the guidance of the Major Donor Relationship Specialist and wider team.
5. Coordinate with campaigns and appeals teams to create smooth conversion pathways for donor progression.
6. Track and report acquisition, reactivation, and upgrade performance/outcomes in the CRM, ensuring accurate donor data and insights.
7. Provide exceptional relationship and relationship management for a defined portfolio of major donors and prospects
8. Undertake administrative, financial and reporting tasks to support donor engagement activities and Philanthropy operations.

Focus Capabilities

1. Show Resilience and Adaptability: Be open to accept different perspectives and willing to adapt and grow through change.
2. Lead Self with Purpose: exhibit drive, curiosity, and accountability for performance and wellbeing. Engage in ongoing reflection and learning to continually enhance personal and professional effectiveness.
3. Influence and Collaborate: build strong relationships and communicate with clarity to achieve shared understanding.
4. Deliver with Excellence: take ownership to achieve results. Use time and resources wisely, focusing on quality, efficiency, and sustainable outcomes.
5. Drive and Manage Projects: apply structured approaches to planning, coordinating, and monitoring initiatives. Manage risks, timelines, and dependencies to ensure successful delivery.
6. Shape Positive Culture: model and promote values and behaviours that foster inclusion, engagement, and high performance. Actively contributes to creating a respectful and supportive team environment.
7. Apply Systems Thinking
Consider the wider network, connections, and impacts when analysing problems and shaping solutions

Skills:

- Proven ability to work well under pressure and to strict, often tight timeframes,
- A logical thinker, a collaborative team player and are able to turn complex content into simple clear messages, pitch documents and proposals.
- Strong communication and interpersonal skills and the ability to engage and build rapport with stakeholders.

Essential Experience:

- 3-5 years of experience in fundraising including HNW giving.
- Experience supporting stakeholder engagement stakeholders through multi-year funding campaigns.

Our Capabilities:

As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions.



Desirable Experience:

- Experience working for profit and not for profit sector
- Passionate about eye health outcomes and experience fundraising in health sector.
- Working knowledge and understanding of CRM systems including Raiser's Edge.

Qualifications:

Tertiary degree qualifications in relevant field or similar work experience

Travel:

As required

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways which safeguard the health and safety of workers.

To work in The Foundation, you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children