Senior Relationship Coordinator – Bequests

ROLE PURPOSE

The Senior Relationship Coordinator, Bequests independently manages and grows key supporter relationships, delivering personalised stewardship and engagement while strengthening team delivery by providing administrative support to help build sustainable future income.

Position Details

Position Title	Senior Relationship Coordinator Bequest
Division	Public Affairs
Reports To	Relationship Specialist Bequest
Location	Sydney
Travel Required	Domestic (if required)
Employment Type	Fulltime Permanent
Leadership Band	Leads Self / Provides Functional Guidance
Date Prepared / Reviewed	12 November 2026

Organisational Context

Over the next two years, our ambition is to build a strong, connected Bequest team that puts supporters at the heart of sustainable income growth. We will deepen supporter relationships, grow our future Bequest pipeline, and continue to strengthen the stewardship and estate management experience we provide.

Through this, Bequests will play an increasingly important role in generating sustainable funding to help end avoidable blindness and contribute to our vision of a world where no person is needlessly blind or vision impaired.

Role Purpose

The Senior Coordinator Bequest plays a key role in delivering The Foundation's Gifts in Wills strategy by independently managing and growing a portfolio of confirmed and prospective bequest supporters. The role ensures supporters feel valued, informed and connected to The Foundation's mission to end avoidable blindness The Senior Coordinator ensures the delivery of personalised supporter journeys, high-quality stewardship, supporter communications and events, while identifying opportunities to deepen engagement and strengthen long-term future income. Working in close partnership with the Relationship Specialist and Head of Bequests, the Senior Coordinator supports with campaign planning, improves team processes, maintains high standards of CRM data and reporting, coordinates estate administration, Gift in Memory activities and other cross-team delivery

Key Responsibilities & Accountabilities

The Senior Relationship Coordinator Bequest will own the outcomes of:

1. Leading proactive supporter engagement by phone, email and mail, including welcoming, thanking, follow-up and sensitive bequest conversations, while identifying and progressing opportunities for deeper engagement.
2. Coordinating the delivery of supporter events, Gifts in Wills campaigns, donor surveys, digital and telemarketing activity, the Gift in Memory program and supporting the estate administration, ensuring activity is delivered accurately, on time and to a high supporter-care standard.
3. Coordinating the delivery and continuous improvement of recognition and impact activities for bequest supporters, including supporting direct mail activities, data checking and management of stock.
4. Maintaining high-quality supporter records in Microsoft Dynamics with strong attention to detail to ensure accurate application of donor treatment and relationship management.
5. Building effective working relationships across Donations and Database, Retention, Mid Value Donor team, Acquisition, Digital, Philanthropy, Finance and Legal teams to ensure efficient workflow for supporter or estate matters and ensure coordinated supporter experiences.
6. Providing day-to-day administration and system support to the wider bequest team, including contributing to procedures and process improvements.
7. Supporting the Relationship Specialist and Head of Bequests with planning, reporting, risk escalation and other priority activities.

Role Capabilities

Stewardship: Acts with an FHF-wide view when using resources, handling information and managing relationships. Demonstrates integrity and sound judgement, considers the effects of decisions beyond their own team, and follows safeguarding and accountability requirements

Campaign and Project Management: Coordinates multi-channel acquisition campaigns, managing timelines, priorities and suppliers to ensure accurate and timely delivery.

Financial and Data Analytics: Uses strong Excel skills and attention to detail to track budgets, reconcile expenditure, analyse performance and support campaign optimisation.

Communication and Stakeholder Engagement: Communicates clearly and builds effective relationships with internal teams and external suppliers to support campaign delivery.

Fundraising principles: Applies knowledge of donor motivations and audience insights to support donor-centric messaging, campaign development and acquisition.

Systems and Digital Capability: Uses digital tools and systems effectively to support campaign delivery, reporting and data accuracy, adapting to new technologies and ways of working.

Humanity and Agency: Shows humility and compassion in everyday interactions. Listens openly and treats people with dignity and cultural respect

Work Health, Safety & Wellbeing

Employees are expected to work within reasonable hours and to raise capacity constraints to enable reprioritisation.

Safeguarding & Compliance

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

Contact with Children: This position is recognised as having "Contact with Children" either direct or indirect (note: all positions are classified as having indirect or incidental contact with children) This position does not involve "Working with Children" either direct or indirect.

This position is recognised as having "Contact with Children" (either direct or indirect) as indicated above.

To work in The Foundation, you will:

• Be eligible to work in the country where this role will be based.

• Undergo background checks, including criminal record and qualification checks, as required.

• Undergo a Working with Children Check for positions identified as working with children.

Key Relationships

Internal: Bequest team; Donations and Database; Retention; Mid Value Donor; Acquisition; Digital; Philanthropy; Finance; Legal; Public Affairs stakeholders.

External: Confirmed and prospective bequest supporters; executors and estate representatives; suppliers and campaign partners; event participants.

Qualifications, Skills & Experience

Essential

- Four plus years' relevant experience in fundraising, supporter engagement or a comparable relationship management role, with demonstrated experience proactively managing donor, supporter or customer relationships. This includes initiating contact, following up and building trusted relationships over time.
- Experience handling sensitive or complex conversations with tact, empathy, sound judgement and cultural respect.
- Strong experience using CRM databases, ideally fundraising or marketing systems, with responsibility for data quality, pipeline management and reporting.
- Demonstrated ability to coordinate competing priorities across multiple teams and influence stakeholders
- Proven ability to lead multiple projects or campaigns from planning through delivery within provided timeframes.
- Strong Microsoft Office skills, including Excel, with the ability to interpret data, identify trends and recommend practical improvements.

- Exposure to planning or delivering direct marketing campaigns.

Desirable

- Experience in Gifts in Wills, including sensitive bequest conversations, with exposure to estate administration and in-memory giving.
- Experience improving team processes.
- Working knowledge of Microsoft Dynamics and experience with fundraising reporting or forecasting.

Approval

Approval Date: 12/11/2026

Appendix A: Safeguarding Requirement Levels

Level 1: Limited or incidental safeguarding contact

Roles with no expected direct contact with children or at-risk adults. These roles may only have incidental or indirect exposure through organisational support functions, for example Finance, Payroll, IT, Legal, Procurement, Administration, Internal Communications, or office-based Enabling Services roles with no planned field or programme-facing duties.

Level 2: Occasional or indirect safeguarding contact

Roles that may have periodic contact with children, at-risk adults, communities, or partners through field visits, programme support, monitoring, evaluation, research, communications, training, advocacy, or access to participant data. Examples may include Program Quality Advisors, Technical Specialists, Research and Evaluation staff, Communications staff, Fundraising and Donor Engagement roles, Project Coordinators, or staff who occasionally visit programme activities.

Level 3: Direct, intensive or high-risk safeguarding contact

Roles with regular direct contact with children, at-risk adults, communities, or programme participants, or significant influence over services, resources, partners, reporting pathways, or safeguarding decisions. Examples may include Country Managers, Program Managers, Project Officers, community-facing staff, Safeguarding Focal Points, Global Safeguarding roles, staff managing partner delivery, or roles that regularly visit field activities involving children or at-risk adults.