



Position:	Partnership Co-ordinator (0.8 FTE)
Responsible For:	Engaging current and new supporters of OM Australia in World Mission
Responsible to:	Head of Marketing & Partner Engagement
Status:	6 month contract

Key Result Areas

Key Result Area 1 – Focus on the retention of current supporters through authentic relationships.

Goal: Maintain and build general and middle partner relationships and communication to grow long term, trust-based relationships with individuals and organisations, resulting in prayer and financial support for the local and overseas work of OM.

Performance Standards:

- 1.1 Develop and nurture relationships with existing partners, assigned to the portfolio, through personal contact and other stewardship activities appropriate to each partner.
- 1.2 Handle simple complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- 1.3 Keep records of customer interactions, process customer accounts and file documents
- 1.4 Follow communication procedures, guidelines and policies.

Successfully performed when:

- Partners find the process of partnering with OM helpful, professional and inspiring

Key Result Area 2: Provide administration support for internal and external stakeholders or partners

Performance Standards:

- 1.1 Responding to enquiries that come in via phone or email regarding giving
- 1.2 Process donations and update database records with high levels of accuracy
- 1.3 Support finance team, Partnership Manager and leadership.

Key Result Area 3: Provide reports on supporter development data (statistical and financial)

Performance Standards:

- 3.1 Use or build systems to gather the data
- 3.2 Develop user-friendly reporting systems
- 3.3 Provide analysis of data being reported

Successfully completed when:

- Open, targeted, informative reporting to all stakeholders

Key Result Area 4: Team Life Contribution

Goal: To contribute in the life and fellowship of the organisation.

Performance Standards:

- 4.1 Participate in weekly team devotions and prayer meetings where possible.
- 4.2 Attend the OM Australia National Conference.
- 4.3 Participate in team social events as often as possible.
- 4.4 Be involved in events presenting the vision of OM to churches and partner ministries.

Key Result Area 5 - Contribute to the culture of 'everyone is a fundraiser'

Performance Standards:

- 5.1 Take opportunities to promote the OM mission, encouraging praying, giving and going
- 5.2 Offer opportunities for personal support partnerships

Successfully completed when:

- New OM supporters are engaged
- Opportunities for personal support partnerships are provided

Job Requirements

Minimum preferred requirements:	<ul style="list-style-type: none">• An understanding of and commitment to customer service.• Ability and willingness to work personally with existing partners.• Excellent organisational and administration skills, including accuracy in data entry and proficiency with MS Word, Excel, Outlook.• Knowledge of standard office administrative practices and procedures• Excellent telephone manner• Experience with database systems• Excellence in customer service including verbal & written communication such as telephone, mail & email.• Proficiency with MS Word, Excel, Outlook• An understanding of and ability to operate within the Christian based beliefs, vision, mission and values of OM Australia
Desired competencies:	<ul style="list-style-type: none">• Experience in NGO, charity, church sectors
Core competencies:	<ul style="list-style-type: none">• Honest and authentic nature• Strong organisational skills• Communication skills• Initiative• Ability to maintain confidentiality• Team player• Passionate about poor and unreached
Primary work relationship:	National Director, Leadership Team, Marketing & Partner Engagement Department

Member of:	OMA
Location:	OMA Head Office, Blackburn, Victoria
Travel	Interstate & International
Level of Authority	Accountable to Head of Marketing & Partner Engagement
Terms of service:	As stated in Work Contract
Evaluation/appraisal:	
Additional document:	

Written by: Jason McEwen

Date: September 2021