

DONOR PARTNERSHIPS MANAGER

AUGUST 2026

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POSITION SUMMARY

Location:	Parkville		
Functional area:	Communications and Fundraising		
Classification/ Salary:	Salary \$130,000-\$140,000 commensurate with skills and experience + 12% super + access to \$15,900 NFP salary packaging		
Job level:	4		
Reports to:	Senior Manager, Philanthropic Partnerships		
Employment type:	1.0 FTE		
Employment length:	Ongoing		
Direct reports	0	Indirect reports	0

POSITION PURPOSE STATEMENT

The Donor Partnerships Manager plays a central role in shaping Orygen's donor experience, owning the design and delivery of donor journeys across every philanthropic stream. Reporting to the Senior Manager, Philanthropic Partnerships, the role ensures that every supporter, from major donors and trust partners through to regular givers and the broader community of everyday donors, experiences a consistent, considered, and inspiring relationship with Orygen.

The position partners closely with the Senior Manager, Philanthropic Partnerships to support the stewardship of Orygen's most significant donors, while taking direct ownership of the community giving program and the day-to-day rhythm of donor communications, impact reporting, and engagement. The role retains light touch responsibility for CRM and data, however its centre of gravity is donor experience, ensuring the right message reaches the right donor at the right moment, and that Orygen's supporters feel personally invited into the story of progress they are funding.

About Communications and Fundraising

The Communications and Fundraising team's focus is to build and protect the reputation of Orygen through effective communication and storytelling while also working to promote a philanthropic culture that creates fundraising opportunities to support Orygen's mission.

REVOLUTION IN MIND

POSITION FOCUS

	Key responsibility area	Percentage
1	Donor Communications, Appeals & Supporter Experience	40%
2	Major donor stewardship and impact reporting	25%
3	Community giving	25%
4	CRM and Data	10%

POSITION KEY RESPONSIBILITY AREAS

- 1. Donor Communications, Appeals and Supporter Experience**
 - Design, document, and deliver the end-to-end donor journey across all philanthropic streams, ensuring a consistent and elevated supporter experience.
 - Build clear pathways that move donors from first gift through to deeper, longer-term engagement.
 - Lead the planning, development and delivery of donor communications across all channels, including appeals, donor newsletters, stewardship EDMs, welcome journeys, regular giving communications and supporter updates.
 - Coordinate timely acknowledgements, thank you communications, welcome series, and stewardship touchpoints across the donor base.
 - Curate and share relevant media, research updates, and storytelling moments with donors at appropriate stages of their journey.
 - Embed a culture of stewardship across the wider Communications and Fundraising team, ensuring donor experience principles are reflected in every supporter interaction.
- 2. Major donor stewardship and impact reporting**
 - Partner with the Senior Manager, Philanthropic Partnerships to deliver tailored stewardship for Orygen's top donors and trust and foundation partners.
 - Coordinate impact reporting that translates research and program outcomes into clear, accessible, donor facing updates.
 - Manage the delivery of the quarterly Innovation Insider updates and other recurring donor communications.
 - Support the preparation of bespoke updates, briefings, and stewardship moments for high value supporters.
 - Ensure all reporting obligations are met with professionalism, accuracy, and consistency.
- 3. Community Giving**
 - Oversee Orygen's community giving program, ensuring everyday donors, including small dollar givers, regular givers, and appeal supporters, feel valued and connected to the impact of their contribution.
 - Coordinate stewardship touchpoints across appeals, EDMs, acknowledgements, and recurring communications to deepen engagement with the broader donor base.
 - Identify opportunities to grow community giving income through new audiences, channels, and storytelling that resonate with everyday supporters.
 - Recognise the community of smaller donors as a vital part of Orygen's philanthropic ecosystem, inviting deeper engagement over time where appropriate.
 - Manage the delivery of Orygen's annual fundraising appeals and donor campaigns, working closely with Communications colleagues to maximise supporter engagement and fundraising performance.

4. CRM and Data

- Maintain accurate donor records and engagement history within Orygen's CRM, ensuring stewardship activity is captured and trackable.
- Support segmentation, list building, and donor reporting to inform stewardship planning and decision making.
- Coordinate with finance in using data from the CRM to provide support to the Senior Manager in the delivery of timely and accurate reports for the Executive Leadership Team, Orygen Youth Mental Health Foundation Board and Orygen Board.
- Provide regular data reports, including scorecard, fundraiser activity, campaign and event results, and ad hoc requests. Identify opportunities to improve data quality, donor coding, and stewardship workflows.
- Work alongside existing CRM support to ensure systems usage supports the broader donor experience.

EDUCATION / QUALIFICATIONS

Preferred	• A tertiary qualification in marketing, communications, fundraising or a related area.
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EXPERIENCE / SKILLS

Experience / skills	• Demonstrated experience in donor stewardship, supporter experience, or relationship fundraising within a not-for-profit setting. • Proven ability to design and deliver donor journeys that move supporters from acquisition through to deeper, longer-term engagement. • Experience preparing donor impact reports and translating program or research outcomes into compelling, accessible communications. • Demonstrated experience managing or supporting community giving programs, including appeals, regular giving, and engagement with the broader base of everyday donors. • Working knowledge of CRM systems, preferably Raiser's Edge or equivalent, and an understanding of how data underpins effective stewardship. • Demonstrated experience working with major donors, trusts, or foundations in a stewardship or relationship management capacity. • Sound knowledge of best practice fundraising and supporter care principles. • Demonstrated high level interpersonal, written, and oral communication skills.
Personal attributes	• Warm, supporter focused mindset with a natural orientation to relationship building. • Highly organised and detail orientated, with the ability to manage multiple stewardship workflows simultaneously. • Strong written communicator, able to translate complex research into clear, compelling donor facing content. • Collaborative team player who works closely with researchers, leaders, and colleagues to surface the right stories at the right moments. • Self-starter who takes ownership of donor experience as a defining feature of the philanthropic program. • Strategic thinker who can hold the full donor journey while also delivering against individual touchpoints. • Reliable and consistent, ensuring stewardship obligations are met without prompting. • Resilient and adaptable, comfortable working in a fast-paced fundraising environment.

KEY RELATIONSHIPS

Internal	• Senior Manager Philanthropic Partnerships • Fundraising Coordinator • Corporate Partnerships Manager • Director of Communications and Fundraising • Digital Engagement Specialist • Head of Communications and Media • Chief of Research and Knowledge Translation • Director Business Development & Strategic Partnerships • Director, Research Operations • Director, Orygen Global • Financial Controller • General Manager, Orygen Digital • Digital Content Producer
External	• Orygen Youth Mental Health Foundation Board members

SPECIAL REQUIREMENTS

• Unrestricted right to live and work in Australia. • A current National Police Check will be required. • Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check. • You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne. • In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required. • Occasional out of hours, evening and/or weekend work may be required.
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SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen. In addition, employees are expected to: • Promote and demonstrate Orygen's high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace. • Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able. • Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events. • Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services. • You may encounter sensitive information related to mental health as part of your work. Being aware of this and how it could affect you and planning accordingly is essential.

ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]