Gifts in Wills Relationship Management Lead – Part time

About us

The Lost Dogs’ Home is one of Victoria’s most iconic animal welfare charities, caring for around 14,000 lost and abandoned cats and dogs each year. You’ll be joining a dynamic and growing fundraising team, using your expertise in relationship management and inspiring animal lovers to support the Home. If you have a passion for animals and you enjoy cultivating and building great relationships with people whilst working for a meaningful cause, we would love to hear from you! As the organisation continues to evolve and the Gifts in Wills Team grows, this is a genuinely exciting time to be joining one of the country’s largest animal welfare charities.

About the Role

Reporting to the Senior Manager- Gifts in Wills, this part-time role (0.6 FTE) is responsible for developing, growing and maintaining great relationships with The Lost Dogs’ Home Gifts in Wills supporters. The purpose of the GIW Relationship Management Lead role is to inspire our existing supporters to include the Home in their Will and contribute to growing the supporter pipeline through engagement activities and relationship building. Some of your key responsibilities include:

- Accurately assess, qualify and classify the level of interest and commitment from supporters to including the Home in their Will, including all leads generated by direct marketing activities.
- Maintain and nurture positive relationships with donors with regular telephone or written contact and face-to-face engagement where appropriate.
- Contribute towards promoting Gifts in Wills across all channels and identifying opportunities to inspire higher levels of support through sharing great stories.
- Recruit and manage a team of volunteers to deliver personalised relationship touchpoints, such as thanking animal lovers for their donations, sending them birthday cards and Christmas cards.
- Plan and manage donor engagement events and communication activities to identify new Gifts in Wills supporters and establish loyalty, connection and trust with existing supporters.
- Maintain regular and strategic communications with a key group of supporters and donors including providing tours, making telephone calls, occasional visits, donation thanking, and writing personalised notes.

About you

You will be someone who has excellent interpersonal skills and the natural ability to build and maintain positive relationships with people at all levels. We are looking for someone who has a genuine interest in animal welfare and who can use their passion for animals to inspire others to become supporters of our cause. You will also have:

- Demonstrated experience in a relationship management or warm sales role.
- Experience in developing and maintaining great relationships with people using a high degree of empathy.
- Ideally experience of talking passionately about Gifts in Wills fundraising or working closely with donors and high value supporters.
- Ability to work to deadlines and within time constraints when necessary.
• Ability to contribute effectively to a team environment, manage volunteers and work autonomously.
• Well-developed written and verbal communication skills with the ability to positively inspire support from individuals.

**What you will get in return**

• Great career development opportunities and opportunity to gain skills in the fundraising and animal welfare sector
• The support of management and team members in achieving your goals
• Opportunity to create your own mark in an iconic animal welfare charity
• The chance to work in a collaborative and supportive environment
• Genuine sense of purpose and satisfaction that you are making a difference to the lives of vulnerable animals
• Remuneration excluding superannuation $82,500 (pro-rata for 3 days, $50,000 per annum)

**How to apply**

If you are ready to take on a new challenge and have the skills and experience to be successful in this role, please apply via our [careers page](#) ensuring you have attached a current resume and cover letter.

*The successful applicant will be required to complete satisfactory background screening checks.*

*The Lost Dogs’ Home is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. Only candidates with the right to work in Australia may apply for this position.*