
PHILANTHROPY COORDINATOR

Company Vision, Mission and Values

Our Vision

To be the leading theatre company in Australia, reflecting the changing world around us and enriching lives in a way only great theatre can.

Our Mission

To create exceptional theatre, relevant to our times, for the broadest possible audience.

Our Values

Excellence: In every aspect of our producing theatre and our operations we are as good as it gets.

Relevance: We are relevant to the lives of audiences and artists in this 21st Century.

Innovation: We innovate in theatrical practice and all our operational endeavours, recognising that innovation requires risk and sometimes failure.

Growth: We expand our audience reach by presenting great theatre to as much of humanity as possible.

Sustainability: We plan and execute strategies which expand and extend our revenue streams to ensure our survival and growth into the future.

Inclusion: We celebrate inclusion to honour and reflect the diversity of our society through the stories we tell, and the artists who tell them, to ensure MTC is one of the principal storytellers for all Australians.

Purpose of the Position

A member of the Development Department, the Philanthropy Coordinator acts as the first point of contact for existing and prospective donors to MTC and manages all donor subscription bookings and ticketing requests.

The role provides essential support for MTC's Philanthropy Team, providing administrative and events support as the Company leads a period of philanthropic growth. The position reports to the Annual Giving Manager and works closely with other members of the Development Team.

Key Relationships

Internal

- Development Department
- Marketing Coordinator
- CRM and Ticketing Director
- Digital Manager

External

- Current MTC donors
- Current MTC bequestors
- Donor prospects

Duties & Responsibilities

Duties and responsibilities include, but are not limited to:

Administration and Record Keeping

- Provide administrative support to the Philanthropy team.
- Cultivate, maintain and service relationships with MTC donors by providing excellent customer service and timely responses to Donor queries and requests.
- Accurately maintain Donor records and track donor engagement through MTC's Customer Relationship Management system (Tessitura).
- Assist with database and general philanthropy research as required.
- Manage Philanthropy digital and paper filing systems.

Donations

- Work with the Philanthropy team to deliver MTC fundraising campaigns including the coordination of donation renewals, asks, contribution processing and receipting.
- Regularly source and update Donor acknowledgements for upcoming MTC publications and on the MTC website.
- Facilitate seat dedication donations including coordinating the production, installation and Donor viewing of plaques at Southbank Theatre.

Donor Ticketing

- Manage all donor subscription bookings and ticketing requests including additional and single ticket purchases, ticket exchanges and gift voucher purchases.

Communications

- Regularly update philanthropy pages on the MTC website to reflect up-to-date campaign language and donor community activity.
- Coordinate Philanthropy communications including Donor-specific mail-outs, eCommunications and philanthropy inclusions in Company communications and collateral.

Events

- Oversee end-to-end event administration, including scheduling invitations, tracking RSVPs, maintaining guest lists and nametags, and providing on the day support when needed.
- Represent MTC at meetings, functions and events (some after hours) as required.

Skills & Attributes

The key requirements for this role are:

- Excellent customer service and interpersonal skills.
- Experience in ticketing and the Tessitura CRM system desired
- Strong research skills
- Preeminent written and oral communication abilities.
- High level of computer literacy – including Word, Excel, CRM and ticketing systems
- Demonstrated high level of administrative skills including planning and record-keeping.
- Able to manage multiple and demanding tasks.

Health & Safety

All MTC staff are responsible for the following safe work procedures and instructions:

- All employees are to comply with the EHS manual
- Adopt work practices that support Health & Safety programs
- Take reasonable care for the safety of one's own health and safety and that of other people who may be affected by their conduct in the workplace
- Seek guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to supervisor
- Must not wilfully place at risk the health or safety of any person in the workplace
- Participate in meetings, training and other environment, health and safety activities
- Must not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Wear personal protective equipment as provided
- Use equipment in compliance with relevant guidelines, without wilful interference or misuse
- Must cooperate with MTC management in relation to actions taken by MTC to comply with Occupational Health and Safety and Environmental legislation

Access and Inclusion

MTC is an Equal Opportunity Employer committed to providing a safe working environment. We embrace and value diversity and inclusion in the workplace. Diversity includes all the ways in which employees differ, and the valuable contribution that all of these differences bring to the Company.

MTC encourages applications from Aboriginal and Torres Strait Islander people, people with diverse cultural backgrounds and people with disabilities. It is our policy to consider reasonable adjustments for qualified applicants with disabilities.

VERSION			
Department	People and Culture	Approved by:	Development Director
Author:	Development Director	Approved Date:	November 2021
File Name:	Philanthropy Coordinator 2021 Pd	Effective Date:	November 2021
Status:	Final	Next Review Date:	December 2022