

PHILANTHROPY COORDINATOR

Company Profile

Our Vision

To be recognised as one of the world's preeminent theatre companies, leading the cultural conversation and chosen as a favourite destination for Australians.

Our Purpose

To share remarkable stories that enable people to better understand the world around them.

Our Values

Leadership: We are a contemporary leader in the arts, with a clear vision and viable roadmap for the future. We are a part of the cultural conversation, ensuring theatre remains an influential and relevant artform in Australian and internationally.

Equity and Inclusion: We support and promote equity across our staff, performers and program. We also represent and reflect the diversity of our society and the many stories of our time.

Creativity: We take artistic risks and challenge conventional performance boundaries. We integrate creativity into our daily work, using it to solve business challenges as they arise.

Connection: We grow and connect with our communities (both internal and external) by ensuring MTC remains relevant. We do this by listening, understanding and evolving to challenge, inspire and entertain.

Purpose of the Position

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

The role provides essential support for the 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	External
<ul style="list-style-type: none">• Development Department• Marketing Coordinator• CRM and Ticketing• Digital Manager	<ul style="list-style-type: none">• Current donors• Current bequestors• Prospective donors

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 Melbourne Theatre Company donors by providing excellent customer service and timely responses to Donor queries and requests.
- Accurately maintain Donor records and track donor engagement through our Customer Relationship Management system (Tessitura).
- Assist with database and general philanthropy research as required.

- Manage Philanthropy digital and paper filing systems.

Donations and Donors

- Work with the Philanthropy team to deliver Melbourne Theatre Company fundraising campaigns including the coordination of donation renewals, asks, contribution processing and receipting.
- Regularly source and update Donor acknowledgements for upcoming Melbourne Theatre Company publications and on the Company website.
- Facilitate seat dedication donations including coordinating the production, installation and Donor viewing of plaques at Southbank Theatre.
- 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 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 Melbourne Theatre Company 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 Melbourne Theatre Company policies and procedures
- 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 Company management in relation to actions taken by Melbourne Theatre Company to comply with Occupational Health and Safety and Environmental legislation

Access and Inclusion

Melbourne Theatre Company 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.

We encourage 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.

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