

## GRANTS COORDINATOR POSITION DESCRIPTION

### Work type

0.6 – 1.0 FTE (negotiable)

### Location

East Melbourne and from home as required

### Background

Australian Communities Foundation (ACF) is a community of giving, powered by a courageous ambition: a fairer and more sustainable Australia. As a broker of change, we connect those who can give with the people and organisations leading the way. We seek to create a fairer Australia by activating a nation of givers and are Australia's only nationally focused community foundation.

ACF coordinates over 1,000 grants to the community each year to the value of roughly \$13 million through a donor-advised grantmaking program. ACF also manages a discretionary fund, the Impact Fund, which gives ACF the opportunity to focus on high-impact philanthropy and further enable ACF's leadership alongside its wider community of donors and other collaborators in the philanthropic sector.

### Position purpose

The objective of the Grants Coordinator role is to deliver high-quality service to the ACF donor community in relation to grantmaking and engagement opportunities. This role also works with others to administer grantmaking processes in line with ACF's current grantmaking policy and procedures.

### Direct reports

Nil

### Accountability

This position reports to the Philanthropy & Engagement Lead.

### The successful applicant

You're a problem solver and confident communicator who is passionate about connecting donors and organisations making a difference.

You have meticulous attention to detail and work precisely despite time pressures.

You don't hesitate to take initiative when required, especially when it comes to working with different teams across the organisation.

You're a team player who works cohesively in a small team as well as autonomously. You are committed to building strong relationships with your team as well as external stakeholders.

You have strong values and bring a positive and supportive attitude to your work.

Relevant professional experience in administering grants and engaging with donors is highly regarded.

## **Key responsibilities**

Summary of primary responsibilities:

- Donor care and support in relation to grantmaking
- Working with others to ensure effective implementation of the end-to-end grantmaking process at ACF
- Preparation of one-to-one donor communications in relation to existing or new granting opportunities
- Maintenance of the online Granting Opportunities platform
- Support with delivery of donor education/engagement/events and any other grantmaking initiatives
- General support to the Philanthropic Services and broader ACF team

### Grant administration

- Process donor grant requests
- Liaise with potential grantees
- Work with Grants Support Officer to oversee due diligence and ensure compliance on grant requests
- Work with Grants Support Officer and Senior Grants Coordinator to deliver end-to-end grant process for grantees, clients and sub-funds
- Support Senior Grants Coordinator to work within approval processes and policies to table and process grants in a timely fashion
- Design grant processes, agreements and tailored correspondence when required, ensuring grant information is correct and accurate including scheduled and multiyear grant milestones

### Donor servicing

- Respond to or escalate donor grantmaking enquiries as required
- Undertake bespoke research against donors' briefs
- Support donors to access the Fund Portal and fund-specific grantmaking data
- Coordinate fund holder meetings

- Work with the rest of the Philanthropic Services Team to ensure an excellent overall standard of service to the ACF donor community

#### Events and donor education

- Share grantee partner event opportunities with donors
- Support and deliver initiatives that engage donors in activities of the Foundation and areas of need in the community
- Work with Marketing & Communications Team on event invitations & follow ups

#### Grant reporting

- Provide grant-specific reporting back to donors
- Ensure reliable data capture and access in the grants management system
- Ensure grants data is cleaned and correctly coded for analysis and publication
- Participate in team planning and strategy for evaluation and reporting

#### Management of grant information and communications

- Engage donors in granting opportunities and requests from potential grantees
- Oversee effective functioning and promotion of online Granting Opportunities platform/projects
- Support Senior Grants Coordinator to communicate strategic and partnership grant opportunities with ACF sub-funds through ACF-advised communications
- Support Marketing & Communications Team with grantmaking information as needed

#### Other

- Support with Philanthropy & Impact Committee/Board papers as requested
- Representation of ACF at appropriate sector funders groups and events
- Representation of ACF at conferences and sector-wide events
- Field general front of house enquiries as needed, liaising with the broader ACF team
- Participate in ACF events

#### **Skills and competencies**

- Administration experience (grantmaking administration is desirable but not essential)
- Project coordination experience (desirable but not essential)
- Understanding of the role of the civil society sector and philanthropy
- Excellent level of customer service
- Ability to work well in a small team and in collaborative settings
- Ability to problem solve and remain calm and supportive when handling donor queries or under pressure

- Experience maintaining a CRM database
- Ability to work with a broad range of stakeholders, excellent communication skills
- Research, analysis and writing skills
- Highly organised and able to prioritise, move between tasks and meet deadlines
- Process orientated, high levels of accuracy and excellent attention to detail
- Initiative, ownership and responsibility for workloads
- Proven advanced skills with Microsoft office

### **Key selection criteria**

- Experience in administering grants and use of granting databases (highly regarded but not essential)
- Experience in donor coordination, organising and engagement activities including communications and events (highly regarded but not essential)
- Ability to work with autonomy, highly organised and able to move between tasks and meet deadlines
- Experience working with committees or different stakeholders to deliver work tasks
- Ability to develop and maintain positive work relationships with team and external stakeholders/clients

### **Team expectations**

- Demonstrate ACF vision, values and culture in your daily work
- Take a proactive role in promoting equality and anti-discriminatory practice
- Be aware that you have a duty of care for the health and safety of yourself and others
- Assist in maintaining harmonious workplace relationships by openly and efficiently communicating with internal Board, staff, volunteers and external parties
- Be an active, positive team member by demonstrating a willingness to help and support in all areas as required.