



POSITION TITLE: Donor Relations Manager
Organization: Help Lesotho
Position Type: Full time, contract (15-month parental leave replacement with potential to be offered a permanent role)
Job Location: Virtual (head office in Ottawa, ON)
Start Date: October/November 2022

JOB SUMMARY

Help Lesotho seeks an experienced, hands-on fundraising professional as Donor Relations Manager (DRM) who excels at innovative fundraising strategies and in building long-lasting, meaningful relationships with current and prospective donors. The successful candidate is experienced in the component skills required to track relationships, identify opportunities and bring in the funds to meet budget requirements. You will be a passionate advocate for our beneficiaries as a calling, rather than a job. The work is interesting, varied, and impactful, with ongoing opportunity for innovation and initiative. This is a role for a 'doer' who will join our small but very fast-paced Canadian team. The ideal candidate is innovative, collaborative and one who thrives on challenges and someone who loves to think and generate ideas rather than follow a formula. The DRM will execute tasks independently with frequent small-team collaboration. The ideal candidate is familiar with development issues in southern Africa.

The DRM will manage and augment Help Lesotho's fundraising strategies as part of a dedicated leadership team composed of the Executive Director (ED), Canadian CFO and Director of Programs. The DRM will represent the organization in communications with individual donors and corporate, foundation, and third-party partners.

KEY RESPONSIBILITIES

- Develop and execute of the organization's fundraising strategy:
 - Develop, manage and execute annual fundraising plans, projections, budgets and activities (approx. \$1M in Canadian revenue annually);
 - Strategize and coordinate direct mail and other gift campaigns;
 - Develop and support imaginative, effective engagement strategies and events for new and existing donor groups;
 - Identify potential foundations and corporate partners and write targeted letters/proposals;
 - Monitor and evaluate ROI for fundraising initiatives/appeals/campaigns;
 - Manage legacy giving and organizational sustainability opportunities;
 - Remain current on and optimize Salesforce/Causeview to record and extract details to maximize responsible stewardship; and
 - Identify reporting criteria and analyse data to make data-driven decisions.
- Manage all elements of donor stewardship;
 - Ensure timely, personalized donor acknowledgement;
 - Be the main point of contact for all individual donors and third-party groups;
 - Build meaningful relationships with donors through meetings, phone calls and emails;
 - Contribute to the creation of innovative impact reports; and
 - Develop and manage donor journey components.
- Ensure detailed oversight of all revenue pathways;
- Develop and present periodic fundraising reports and presentations to the Board;
- Contribute to Help Lesotho's social enterprise 'Pearls4Girls' management of events, partnership opportunities, volunteer coordination and marketing;
- Execute occasional Help Lesotho events (typically 2-3/year including a small golf tournament);
- Contribute to the donor-focused elements of the website and social media; and

- Stay current with fundraising trends, research methodologies and stewardship best practices.

QUALIFICATIONS

- At least five years of progressively responsible career experience with demonstrated success in raising funds and building lasting relationships that result in partnerships and revenue, including with individuals, churches, private foundations and corporate entities;
- Effective project management skills;
- Broad general knowledge, including international development and global affairs;
- Post-secondary education in a relevant field;
- Willingness to occasionally work outside normal working hours at events;
- Demonstrated comfort with using CRM platforms, particularly Salesforce/Causeview;
- Experience with impact reporting, infographics and social media platforms;
- Proven success in developing and monitoring budgets and achieving targets;
- Skilled at writing compelling letters, proposals, briefing notes, reports and campaigns;
- Expert in all recent MS Office and Google applications and an avid user of productivity apps/tech;
- A valid driver's license and access to a personal vehicle for business purposes; and
- A recent police criminal record check and legal employment status in Canada.
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ATTRIBUTES

- Keen understanding and commitment to the mission, vision, values, goals and programs of Help Lesotho and be able to persuasively communicate this information in English;
- Passion to help those in need through outstanding stewardship;
- Articulate, warm personality with strong interpersonal skills and a high level of emotional intelligence;
- Ability to form meaningful relationships with people of all walks of life;
- A positive, ethical can-do attitude to take initiative and ensure excellence in their work and the organization as a whole;
- High standards of integrity, judgment and confidentiality;
- Resourceful with strong analytical, decision-making, and problem-solving skills; and
- Flexibility and willingness to learn and take on additional responsibilities as required.

COMPENSATION

Help Lesotho is an equal-opportunity employer, offering a comprehensive benefit package within a stimulating, professional work environment that advocates for a healthy work/life balance. Salary range is competitive commiserate on experience and qualifications.

TO APPLY

If you are someone who thrives on challenge, loves to be part of a dynamic team and you are passionate about making a difference, then this opportunity is for you! Even if you don't think you check all the boxes, reach out anyway – we would love to hear how your experience translates to this role.

Please email your cover letter and CV to apply@helplesotho.org. Please note resumes will be reviewed on an ongoing basis and the advertisement will be removed once candidate has been identified. We are only able to consider candidates who currently have the right to work in Canada.

ABOUT HELP LESOTHO

[Help Lesotho](http://helplesotho.org) is a Canadian NGO transforming the lives of over 20,000 children, youth and grandmothers annually in AIDS-ravaged Lesotho, through the inspiring generosity of our donors. Help Lesotho's unique contribution in Lesotho lies in the depth, sensitivity and effectiveness of our psychosocial support approach underlying all programs and interactions.

Founded in 2004, Help Lesotho was one of the first 100 charities in Canada to receive Imagine Canada Accreditation and has maintained this accreditation since 2014. Our annual budget is ~\$1.6M and we have raised a total of ~\$23M since 2004. Our five-person staff works both virtually and in a small, donated office space in central Ottawa.

For more information, please visit

