## Terms of Reference

# Manager, Supporter Engagement

Location: Remote

# About AKFC

Aga Khan Foundation Canada (AKFC) is an international development organization and registered charity. AKFC partners with communities, businesses, and governments to find innovative, lasting solutions to global challenges. Working in Africa and Asia, we invest in local institutions and systems that anchor progress over the long term. In Canada, AKFC mobilizes funding and expertise, and promotes awareness of global issues. AKFC is an agency of the Aga Khan Development Network, one of the world’s most comprehensive development organizations. Since 1980, AKFC has helped millions of women and men to unlock their own potential to build a better life. Learn more at akfc.ca

## Position Summary

AKFC has a multi-faceted and dynamic Public Affairs and Resource Mobilization team. It is made up of highly motivated professionals, whose responsibilities include: the development and execution of public engagement initiatives; the mobilization of financial resources from Canadian individuals and corporations; the management of corporate communications; collaboration with the AKDN and its agencies; volunteer engagement; and the stewarding of relationships with government partners and other institutions.

AKFC is looking for a Manager, Supporter Engagement. The candidate will collaborate with staff and volunteers to develop and implement fundraising strategies to meet Aga Khan Foundation Canada’s (AKFC) resource mobilization goals and organizational objectives. In addition, the candidate will be responsible for identifying, developing, and nurturing high quality relationships with organizations and individuals to attract and sustain financial resources that support Aga Khan Foundation Canada’s programmatic goals. Working closely with members of the Public Affairs and Resource Mobilization team, this position will be a key contributor to the successful implementation of the World Partnership Walk campaign, World Partnership Golf, and other fundraising initiatives. In addition, this individual is responsible for building operational efficiencies within the portfolio and working cross-functionally with other departments. Duties and responsibilities are wide-ranging given the evolving fundraising environment during the pandemic.

While AKFC is headquartered in Ottawa, Ontario the position can be remote and reports to the Senior Manager, Resource Mobilization. This position is responsible for supervising one direct report.

The starting salary range for this position is between $75,000 and $80,000 per year.

## Responsibilities

**Relationship Management and Stewardship**

* Manage a variety of corporate and individual relationships to build awareness of the cause and grow fundraising revenue.
* Develop and implement year-round stewardship plan to grow relationships with key fundraisers, donors, sponsors, company leaders, company influencers, and other individuals.
* Assist, identify and support the acquisition, growth and retention of sponsors and donors.
* Work effectively with other teams at AKFC to provide appropriate support and value to supporters.
* Research companies’ corporate social responsibility and/or workplace giving objectives, identify opportunities that align with AKFC’s goals, and work with Public Engagement and Resource Mobilization staff and volunteers to create public engagement initiatives, opportunities and partnerships.
* Use knowledge about AKFC’s organizational mission, goals, and impact strategies to effectively communicate the AKFC message and ways to get involved in the organization to fundraisers, donors, and volunteers.

**Strategy Development and Implementation**

* Develop and implement innovative fundraising strategies to achieve revenue goals.
* Develop, implement, monitor and evaluate the corporate sponsorship strategy which meets annual fundraising objectives.
* Work with staff and volunteers to create and implement solicitation and year-round engagement strategies to retain current and attract new supporters in order to raise more revenue and increase overall engagement.
* Set goals, objectives and action steps to engage supporters on a year-round basis; track and monitor against targets.
* Utilize and analyze internal reports and data, for the purpose of informing appropriate strategies and tactical measures in order to meet fundraising outcomes.
* Develop and update customized fundraising and communications tools and resources.
* Continually research and share opportunities, best practices, trends and benchmark data to inform AKFC and its efforts to attract, retain and engage supporters.

**Collaboration with Volunteers**

* Work collaboratively with volunteer leaders and relationship managers to plan and execute fundraising strategies by using effective communication, organization and customer service skills.
* Inspire and provide a positive experience for volunteers to achieve revenue goals.
* Support recruitment, onboarding, training, and stewardship of a volunteer fundraising team that is dedicated to strengthening relationships with key donors, fundraisers and sponsors.
* Attend volunteer-led meetings to obtain updates on status of accounts, challenges and opportunities.
* Support volunteers with information, tools and research to enable their success in growing fundraising revenue.

## Qualifications & Experience

* Bachelors degree
* 4-5 years of fundraising or sales experience
* Demonstrated ability to build and deepen meaningful relationships with external stakeholders, particularly volunteers, sponsors, and donors
* Keen interest and experience working with volunteers
* Demonstrated ability to supervise high performing team members
* Superior oral and written communication skills in English. Proficiency in French is highly desirable
* Outstanding and engaging presentation and story-telling skills
* Proficient computer skills including knowledge of customer relationship management systems, electronic giving and information exchange, and Microsoft Office software programs
* Ability to use computer generated reports and analyze fundraising data.
* Demonstrated understanding of fundraising/marketing practices, techniques and trends
* Knowledge of, and commitment to, international development
* Flexible and adaptable

Apply

Qualified applicants should submit a cover letter and resume via email to [**AKFC.HR@akdn.org**](mailto:AKFC.HR@akdn.org) indicating Manager, Supporter Engagement in the subject line. Applications will be reviewed on an ongoing basis. Short-listed candidates will be invited for an interview and asked to complete a writing assignment.

Deadline for submissions: **Tuesday, December 6, 2022**

*Only shortlisted candidates will be contacted. Applications will be reviewed on an ongoing basis. Please note that applicants must be eligible to work in Canada.*

*AKFC is committed to advancing gender equality and inclusion through our programming and operations in Canada and overseas. AKFC requires all employees to review and abide by the*[*AKFC Gender Equality Policy*](https://www.akfc.ca/wp-content/uploads/2017/04/AKFC-Gender-Equality-Policy.pdf)*.*

*AKFC recognizes the importance of* [*safeguarding*](https://www.akfc.ca/wp-content/uploads/2020/12/AKF-Safeguarding-Manual-July-2020-v.2-compressed.pdf) *and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates and the organization as a whole are kept safe from harm.*

*AKFC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*

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