

Wellington City Mission

Job Description: Relationship Manager Major Donors

Background

The Wellington City Mission has been supporting people and families in the Wellington region for over 120 years.

The Mission offers support through a range of services. Our services include transitional housing, food support through our Social Supermarket, and a comprehensive and integrated network of support services based at Whakamaru in Mount Cook.

We are *open to anyone* who needs assistance, regardless of circumstance or background. We strive to deliver our services in a mana-enhancing way, to contribute to the **empowerment, transformation, and fullness of life** for those we serve, so that together, we can create positive outcomes.

Purpose of the role

Relationship Managers play a key role in deepening and expanding Wellington City Mission's connections with our community, supporters and partners. They manage and grow existing relationships while identifying, cultivating, and securing new donor opportunities. The role is embedded across the services of the Mission to ensure our external presence reflects the heart of who we are, what we do and our stories are shared with dignity and authenticity.

Specific duties and responsibilities

- Manage and grow a portfolio of major donors and business partners, identifying opportunities to connect their support to tangible impact
- Identify, cultivate and secure new major donor relationships, using a donor-centric approach that aligns with their motivations
- Embed within service delivery teams to gain a deep understanding of programmes, enabling the creation of compelling donor opportunities and stories

- Develop donor communications that inspire generosity and demonstrate the Mission's impact, ensuring stories are shared with dignity and authenticity
- Maintain accurate and up-to-date records of all donor interactions, pledges and communications in the Mission's CRM system. Ensure all relevant information is logged promptly to support relationship continuity and organisational reporting.
- Work closely with the fundraising team and other internal stakeholders to share donor insights, coordinate approaches, and co-design initiatives that reflect lived experience and community need.
- Regularly share relevant donor partnership information with the fundraising team and leadership, ensuring transparency and alignment with overall strategy.
- Meet team fundraising and relationship targets, contributing to the Mission's strategic objectives

Skills, experience and education

- Proven ability to build, manage and grow major donor relationships, with a track record of securing significant support
- Experience in fundraising, philanthropy, or business development ideally in values-driving or mission-led organisations
- Strong conceptual thinking and strategic communication skills
- Skilled in consultative engagement and solution-based selling
- Creative and respectful storytelling and marketing capability
- Insight into donor behaviour, philanthropic trends and market dynamics
- Collaborative approach to working across teams
- Strong interpersonal and influencing skills
- Curious, proactive, and values-aligned with commercial acumen
- Awareness of and respect for the sensitivity of the Mission's work

General duties

- Be punctual and work the hours and times specified
- Prioritise workload to ensure work of the greatest importance to the Business is undertaken with urgency and to a high standard
- Support and help develop a positive workplace culture
- Demonstrate excellent interpersonal communication skills
- Responsibly manage all business resources with accountability levels
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business
- Comply with all employment obligations
- Promptly undertake to complete all reasonable and lawful instructions and directions given

- Serve the business in good faith, promoting and protecting the business's best interests
- During work time, and such other times as may be reasonable required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to health and safety at work when undertaking work or observing others in the workplace