



Job Title	Partner Relationships Manager		
Team	Development & Fundraising	Terms of Engagement	Individual Employment Agreement. Permanent, full time
Reports To	Development & Fundraising Manager	Hours of Work	40 hours per week

Purpose of the Role	Manage the acquisition and experience delivery for corporate sponsors and private donors from The Court's current portfolio, as well as work to identify, cultivate and confirm new prospects for both revenue streams.
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The Court	<p>Hidden in Christchurch's suburb of Addington is New Zealand's largest theatre company. In its post-earthquake refuge "The Shed" - an old grain shed – is a magical world of happiness, laughter, drama and intrigue. Inside the walls of "The Shed" is a diverse and dynamic company of 32 permanent staff plus hundreds of artists and artisans who produce 19 productions each year. Over 120,000 ticket buyers enter The Court each year to feast on the varied offering of theatrical works, all created and produced on-site.</p> <p>The Court has matched the ever-diversifying Christchurch population and creates and supports work for everyone in our community including children and families, for the Tangata Whenua and for Christchurch's growing Pasifika communities. We have a strong education programme and we support new writing for theatre.</p> <p>The Court Theatre is your theatre. Whoever you are. Come and be part of our team.</p>
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Our People	Our people are resilient and flexible learners who are highly skilled team players.
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Our Vision & Values	<p><u>The Court Theatre's Vision</u> – The Court Theatre is your theatre, whoever you are.</p> <p><u>The Court's Artistic Vision</u> – To provoke stirring reactions through great theatre experiences that question and celebrate our humanity.</p> <p><u>Maiatanga – Courageous</u>: We work fiercely and bravely, knowing that reward requires risk. We are not afraid to push into the unknown</p> <p><u>Manaakitanga – Welcoming</u>: We make all who come to The Court welcome. The Court is an inclusive place to gather. We are respectful</p> <p><u>Whanaungatanaga – Belonging</u>: We are whanau. We celebrate diversity. We share experiences</p> <p><u>Kotahitanga – One Team</u>: We work together as one team for The Court</p>
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Key Responsibilities

- Reports to and works with the Development & Fundraising Manager to develop and implement the overarching Development & Fundraising strategy and programme plans for sponsors and private donors.
- Contributes towards overall fundraising goals and meets agreed financial targets for allocated donors and sponsors (acquisitions, renewals, etc). Proactively seeks opportunities for future growth of individual sponsors/donors and the portfolio overall.
- Responsible for end-to-end delivery to prospective and committed corporate sponsors and private donors of The Court Theatre including: engagement, acquisition, retention, renewals/upgrades, ongoing relationship management, customer experience, events, and growth initiatives. Work with other Court Theatre staff, senior leaders and Board members (when appropriate) to identify, cultivate and implement opportunities for donors and sponsors that enhance their experience of The Court Theatre.
- Actively contributes to prospect lists and research processes for the Development & Fundraising Team.
- Proactively develops and facilitates a range of strategies appropriate to private donors and corporate sponsors including solicitation meetings, site visits, hosting at Court performances, and experience enhancing opportunities.
- Provides excellent service to donors and sponsors to ensure an optimal customer journey so that engagement opportunities are maximized and managed with a high degree of satisfaction.
- Day to day relationship management and liaison with sponsors/donors on benefit delivery and other activities. Proactively nurtures relationships and looks for opportunities to enhance and leverage the partnership and sponsor/donor experience of The Court Theatre.
- In a timely and professional way, attends to administrative tasks associated with the Development & Fundraising Team's work and in particular for allocated sponsors/donors. This may include: preparing proposals, contracts/agreements, thank you acknowledgements; recording donor/sponsor pledges and contributions; donor invoices/receipting; ticket voucher allocations; event invitations; acknowledgement updates (e.g. sponsors' board); accurate and timely input of all donor/sponsor information into The Court Theatre's customer management system (Tessitura).
- Plans and manages benefits delivery and leveraging activities for the sponsor and donor programmes, including: oversight of sponsor gala nights, networking events, private/major donor events and other sponsor/donor obligations.
- Works collaboratively with the Marketing team to ensure promotional sponsor obligations are delivered and opportunities for cross promoting The Court Theatre through sponsors are maximised.
- Works closely and collaboratively with all members of the Development & Fundraising Team to openly share information, retain confidentiality, safeguard The Court's reputation and uphold our values.
- Abide by all policies and procedures of The Court Theatre and ensure that these are adhered to
- Ensure adherence to Health & Safety at Work Act 2015.
- Any other duties as required by the Development & Fundraising Manager and/or Chief Executive.

Core Competencies

DONOR SOLICITATION AND ACQUISITION:

- Ability to strategically identify prospects
- Proactively engage with leads, prospects and donors with the overall intention of selling/upselling
- Able to close a deal
- Proactive relationship management and delivers on promises and benefits to assigned donors

CUSTOMER FOCUS:

- Demonstrates ability to provide outstanding levels of service and commitment to understanding and meeting external customer needs in a timely and effective manner.
- Constantly seeks new ways to improve the level of customer service.
- Anticipates expectations and requirements.
- Finds opportunities to get to know external clients/internal customers and improve understanding of their needs.

TEAMWORK:

- Works on projects as part of a team, exchanging ideas and contributing skills that complement those of the other team members.
- Fulfils commitments to team members.
- Is willing to change ideas or work practices if it helps the team achieve its goals.
- Can quickly find common ground and solve problems for the good of all.
- Creates strong morale and spirit in the organisation.

DRIVE FOR RESULTS:

- Continually looks for ways to improve and promote quality.
- Has an ability to focus on getting things done to ensure the organised and effective execution of activities, plans and strategies.
- Actively monitors and communicates standards and goals.
- Delivers results on time and to budget.
- Can prioritise to deliver highest impact outputs.
- Perseveres to attain results.

COMMUNICATION SKILLS:

- Organises and expresses ideas and information clearly, using appropriate and efficient methods of conveying information.
- Has an ability to communicate with others in an effective, respectful, open and collaborative way. Relates well to all kinds of people.
- Listens attentively and uses questions to check for understanding and elicit all relevant information.
- Can adapt for various audiences and demonstrates diplomacy and tact.

TECHNICAL SKILLS:

- Possesses skills and knowledge to perform the job competently, and has the service skills, technical and operational abilities to contribute to results.
- Works at keeping up to date with the trends and ideas for the business within the functional discipline and industry.
- Looks for ways to permanently optimise work.
- Builds networks with other professionals in their field.
- Demonstrates an openness to examine new methods and technologies.

LEADING CHANGE:

- Demonstrates the ability to use change as an opportunity to grow and develop people and the business.
- Is persuasive and effective in articulating the case for change.
- Makes suggestions to improve the effectiveness of implementation of change.
- Creates an environment where others are comfortable with change. Demonstrates a high level of adaptability to changing priorities.
- Understands the origin and reasoning behind key policies, practices and procedures.