

Position Description

Community Partnerships Coordinator

Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

The Community Partnerships Coordinator helps grow and sustain the relationships that enable PSO's work across Otago. Sitting within the Development & Engagement team, the role focuses on supporter stewardship, relationship management, community engagement, accurate donor information, and coordination support for fundraising events, campaigns and appeals. The role helps donors, supporters, volunteers, churches, schools, community groups and corporate partners experience meaningful and positive connections with PSO.

Primary Objectives

- **Strengthen Community Engagement and Experience**
Build and maintain positive relationships with donors, supporters, volunteers, churches, schools, corporate partners and community groups, helping to strengthen supporter engagement, retention and long-term generosity.
- **Support the Delivery of Events, Campaigns and other Engagement Activities**
Work collaboratively with the Development and Engagement team to plan and deliver high-quality events, campaigns, and appeals, with relationships at the centre of all mahi.
- **Maintain CRM Accuracy and Support Stewardship Workflows**
Maintain accurate donor, supporter, volunteer and partner information in PSO's CRM, support reporting and segmentation, assist with gift processing and donor administration, and help improve stewardship workflows.
- **Collaborate Across Teams**
Build effective relationships across PSO to support the organisation's vision and mission
- **Ensure Data Integrity and CRM Accuracy**
Contribute to the maintenance of accurate, up-to-date supporter and partner data to enable effective segmentation, reporting, and relationship-based engagement strategies.

Accountability	Expected Outcomes / Key Performance Indicators
Strengthen Community Engagement and Experience	• Support the implementation of donor stewardship and engagement plans, including meaningful communications, acknowledgements, impact reporting and supporter touchpoints. • Build and maintain positive relationships with donors, supporters, volunteers, churches, schools, corporate partners and community groups. • Identify opportunities to strengthen supporter engagement, retention and connection with PSO's mission and impact. • Represent PSO at community events, meetings and engagement opportunities, providing excellent customer service to supporters and stakeholders.
Support the Delivery of Events, Campaigns and other Engagement Activities	• Coordinate administrative and logistical support for fundraising events, campaigns, appeals and community activities. • Assist with event planning, registrations, communications, volunteer coordination, follow-up activities and donor stewardship events. • Work alongside the fundraising team to identify opportunities for community engagement and fundraising growth, ensuring activities reflect PSO's values and commitment to community connection.
Maintain CRM Accuracy and Support Stewardship Workflows	• Maintain accurate donor, supporter, volunteer and partner records within PSO's CRM system, ensuring data integrity and compliance with privacy and organisational requirements. • Support reporting, data analysis, audience segmentation, gift processing, donor administration and stewardship workflows, generating insights that assist fundraising and engagement activity.
Team Collaboration	• Work closely with Development & Engagement team members to support fundraising, stewardship and partnership goals; contribute ideas, insights and continuous improvement initiatives; and support a collaborative team culture aligned with PSO's values.

Expectations of all PSO Kaimahi	
Communications / Interpersonal relationships	- Develop and maintain positive and collegial relationships. - Communicate verbally and in writing, at a high standard, using language and approach that is relevant and appropriate to the audience.
Performance development and learning	- Engage proactively with the personal development and review process. - Establish personal and professional development goals and objectives. - Take responsibility for your own ongoing education and skills required in your role.
Continuous improvement	Make recommendations for improvement to services, work practices and/or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its kaimahi and everyone has health and safety responsibilities.</i>	- Actively support and comply with H&S policy and procedures. - Identify, report and where appropriate resolve issues that may cause harm to yourself or others in the organisation. - Contribute to a safe workplace by raising concerns early with your colleagues, thanking those that raise concerns with you and speaking up when you notice something that might lead to abuse or neglect of those in our care. - Work safely and actively participate in health and safety programmes in your work area. - Report all accidents or potential hazards to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	Give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Relationships	
Reports to: Development & Engagement Manager	Direct Reports: None
Internal Relationships: - CEO - Engagement & Development Manager and team. - Other PSO teams. - Volunteers (Mission Advocates)	External Relationships: Donors, supporters, volunteers, churches, schools, community groups, corporate partners, business sector representatives and the wider Otago community.

Person Specifications

Key Skills & Attributes (Essential)

- Excellent written and verbal communication skills.
- Strong relationship-building and interpersonal skills, with confidence engaging a wide range of supporters and stakeholders.
- Proven capability to coordinate multiple tasks, priorities, and deadlines effectively.
- Proactive problem-solver with a mindset focused on continuous improvement.
- Experience managing data accurately within a CRM or database system, with a commitment to data quality and privacy.
- A genuine passion for strengthening communities and contributing to positive social impact.

Experience & Knowledge (Preferred)

- Experience in fundraising, philanthropy, community engagement, relationship management, customer engagement, administration, events coordination or not-for-profit organisations.
- Understanding of supporter stewardship, donor communications, impact reporting or community partnership activity is advantageous.
- Previous experience working with churches, corporates, or community groups is advantageous.

Role Requirements

- Some evening and weekend work may be required for events.
- The role may at times include local travel within Otago for outreach, engagement, or distribution activities.

Physical Requirements

The position may involve periods of standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating equipment, lifting, reaching, carrying, pushing/pulling, twisting, balancing, crouching, squatting, and other general movements typical of event or community-based work.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and ongoing support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.

- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith, we act with integrity, respect, courage, manaaki and aroha. Grounded in compassion and dignity, we work to strengthen community, connection and hope.

