

VOICE OF THE MARTYRS AUSTRALIA

POSITION DESCRIPTION: Regional Relationship Manager

Base Remuneration:	To be negotiated
Additional Benefits:	Superannuation, Tax incentives, Vehicle Allowance
Position type:	Full time, permanent position
Accountable to:	Head of Communications (HC)
Probation:	3 months

Who are we?

Voice of the Martyrs exists to help, and encourage persecuted Christians by providing Bibles, ministry resources, medical aid, practical assistance and advocacy. We are an international evangelical mission working with partner organisations to support the persecuted church in 68 restricted countries.

Our ministry is inspired by Hebrews 13:3, *“Remember the prisoners as if chained with them – those who are mistreated – since you yourselves are in the body also.”*

We support Christians who are, or have been, persecuted for their faith and involvement in spreading the Gospel of Jesus Christ in a hostile environment. We give their testimony a voice, informing and mobilising Christians in Australia to stand with their persecuted brothers and sisters in Christ.

We believe that the lives and testimony of persecuted Christians is a vital part of the fellowship of all believers and can challenge and strengthen the faith of God’s people everywhere.

Duties of the Regional Relationship Manager

- Deputations (presentations) to Christian group, either in person or online to inform people of the work of VOM Australia to expand our communications database and gain financial support.
- Increasing enrolments in the Regular-Giving (pledges) program by donor acquisition, donor retention strategies
- Supporting the monthly media and marketing programs to recruit new targeted donor support.
- Build sustainable relationships and trust with supporters (church leaders and donors) through open and interactive communication.
- Proactive regular contact with existing donors to show appreciation and pray for their requests

Requirements for the role

- Work experience in the Not For Profit sector is preferred
- Experience in giving presentations (e.g. public speaking, preaching or Bible studies)
- Strong creative skill set and outlook
- Confident and dynamic personality
- Strong relational and analytical skills
- Compassionate to the cause
- A committed Christian

Responsibilities

KEY RESULT AREA	RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Church Relationships and Deputations	Grow a network of church contacts with pastors and church leaders in your area to book deputations to inform Christians about the work of Voice of the Martyrs Australia for persecuted Christians.	Number of Deputations booked in advance on the corporate calendar and conducted quarterly and annually. Number of deputations Analysis reports completed after each deputation.
Signups to VOM Monthly Newsletter and Weekly Prayer Points Email	Call to action at every deputation to include signing up to our weekly and monthly news publications.	Number of quarterly and annual signups to our Newsletters
Donor Income	Call to action to include an appeal for financial support for the ministry of VOM for persecuted Christians. Preference to be placed on monthly pledges while also welcoming one off donations.	Achievement of Annual Budget
Donor Relationships	Maintain regular contact with big donor Christian groups and church leaders. Monthly phone calls of support to recent donors. Prioritising of key donor groups and individuals and strengthening VOM relationships through appropriate connections	Donor retention reporting Meetings set up with Key Donors and VOM Management.
External Communications	To ensure that all of VOM's corporate identity and branding is maintained as per the brand guide. Ensure all external communications has a procedure of proofing and is signed off.	All visual and verbal presentations are of a high quality, and consistent with the VOM brand guide.
Campaigns	Support all annual appeals during each campaign month and updating presentations to reflect the current campaign.	Evidence of updated and presented deputations. Donor funding directed toward monthly campaigns.
Internal Relationships	Actioning all VOM directives in a timely manner. Providing good service to the internal customer (colleagues). Maintaining healthy supportive working relationships that inspire the best within the VOM team.	Peer and Management feedback regarding internal communications, relationships and support.

Essential Criteria:

- Personal relationship with Jesus Christ as Lord and Saviour
- A passion to serve and support persecuted Christians worldwide

Commitment to Voice of the Martyrs' five main purposes:

1. To encourage and empower Christians to fulfil the Great Commission in areas of the world where they are persecuted for their involvement in propagating the Gospel of Jesus Christ. We accomplish this by providing Bibles, literature, radio broadcasts, medical assistance and other forms of aid.
2. To give relief to the families of Christian martyrs in these areas of the world.
3. To undertake projects of encouragement, helping believers rebuild their lives and Christian witness in countries that have formerly suffered communist oppression.
4. To equip local Christians to love and bring to Christ their enemies who are opposed to the Gospel in countries where believers are actively persecuted for their Christian witness.
5. To emphasize the fellowship of all believers by informing the world of atrocities committed against Christians and by remembering their courage and faith.

Personal Competencies:**Results driven:**

Can be relied on to exceed goals successfully; possesses a high level of initiative and is a self-starter, able to work independently; is a consistent high achiever; steadfastly pushes self and others for results; shows attention to detail and accuracy.

Perseverance:

Pursues everything with energy, drive and determination to finish, especially in the face of resistance or setbacks.

Strategic:

Ability to anticipate future consequences and trends accurately; has broad knowledge and perspective; is future oriented; can create competitive, breakthrough strategies and plans.

Motivates others:

Able to create an environment in which people become enthusiastic about the work of VOM; is a positive motivating influence on church groups and fellow team members within VOM.

Interpersonal:

Relates well to all kinds of people and can work effectively with people of all ages and levels of seniority both inside and outside the organisation as well as cross-culturally; will maintain privacy and confidentiality; builds rapport in support of constructive and effective relationships; uses diplomacy and tact; can diffuse high-tension situations comfortably.

Negotiation:

Able to negotiate skillfully in difficult situations with both internal and external groups; can settle differences and win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly during negotiations; has a good sense of timing.

Ministry and Donor focus:

Is dedicated to setting and meeting donor expectations; acts with persecuted Christians in mind; establishes and maintains effective relationships with donors and gains their trust and respect.

Decisive:

Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions. Prayerful convictions important.

Time management:

Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

Presentation skills:

Is confident and effective in a variety of formal presentation settings: one-on-one, small and large groups; is effective both inside and outside the organisation, on the topics of the ministry; commands attention and can change tactics midstream when something isn't working.

Written communications:

Able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.

Education and Experience:

- Qualifications in a relevant field with a degree and experience in the Not For Profit sector desirable.
- Demonstrated ability to generate income and grow supporter numbers in the Not-For-Profit or charitable sector
- High level relationship skills, including developing church groups and individual donor relationships
- Proven communication, collaboration and negotiation skills
- Current driver’s license

Computer/IT:

- Intermediate to advanced skills in Microsoft Office Suite
- Intermediate to advanced skills in a client relationship management database and the ability to analyse and present statistical information (or the ability to acquire these skills).
- A computer/laptop will be provided and installed with required software.

Desirable:

Degree in Business, Sales and Marketing preferred and work experience in the Not For Profit sector

Additional Information:

Travel:

Regional travel is required for the purpose of deputations. Interstate travel to head office or VOM events may be required to support annual events. Applicants may be given the opportunity to travel to restricted countries for the purpose of education and personal development at the discretion of VOM management.

Reporting relationships:

This position reports directly to the Head of Communications (HC).

Decision making scope:

All financial decisions outside of remunerations parameters must be approved in writing by the HC. General decisions within the approved scope of the job description applies.

Performance Evaluation/Review:

Ongoing performance and employment will be measured against KPI’s, values and demonstrated behaviours outlined above. Evaluations would be ongoing during the first six months.

The HC is responsible for the maintenance and updating of this position description.

Probation & Performance Reviews will be conducted at the first three monthly and six monthly interval of commencement of employment. Ongoing feedback will continue and the annual cycle of performance evaluation will then apply.

The evaluation file will be maintained by the HC with a copy provided to the employee being evaluated. This evaluation is considered confidential and will not be kept in the standard employee personnel files.

Approval

Head of Communications	EMPLOYEE
Name: Ettienne McClintock	Name:
Signature	Signature
Date	Date

Revised February 2021