

Role Description

Relationship Manager



Role Description Fields	Details
Department/Agency	Australian Museum
Division/Branch/Unit	Public Affairs and Development
Role number	TBC
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Work Contribution Stream: Professional/Specialist
OSCA Code	221699
PCAT Code	1119192
Date of Approval	4 September 2026
Agency Website	https://australian.museum/

Agency overview

Australian Museum (AM) is located on the homelands of the Gadigal people. The AM acknowledges and pays respect to the Gadigal people as the custodians of the land, sky and waterways, paying respect to Elders past and present.

The Australian Museum (AM) operating within the NSW Department of Enterprise, Investment & Trade cluster, is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 22 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.

The AM mission is: To ignite wonder, inspire debate and drive change.

The AM vision is: To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.

For more information, visit the [website](https://australian.museum/).

The Australian Museum is committed to building a workforce that reflects the rich diversity of the communities we serve.

We actively encourage applications from First Nations, Aboriginal and Torres Strait Islander peoples; Pasifika peoples; people with disability, including physical, sensory, cognitive, intellectual, neurological, psychosocial, and chronic health conditions, whether visible or hidden; people from culturally and linguistically diverse backgrounds; people of all ages; members of the LGBTQIA+ community; and people from all socioeconomic backgrounds.



Primary purpose of the role

The Relationship Manager will take responsibility for the development and stewardship of a portfolio of donors with a focus on securing major gifts of \$25k+ including bequests. The position will proactively engage, manage and develop relationships in order to solicit gifts from new and existing high net worth individuals. This Relationship Manager work closely with internal departments to support the development of subject-matter expertise to articulate philanthropic ambitions and support the delivery of strategic projects. Alongside senior managers and project managers, this role will develop materials that support the procurement and stewardship of key donor relationships. The Relationship Manager communicates the Australian Museum's purpose and impact to donors and prospective donors, building meaningful relationships that inspire philanthropic support, deepen engagement and contribute to sustainable revenue growth.

Key accountabilities

- Establish, nurture and steward relationships within a portfolio of existing and prospective donors and foundations including the development of moves management plans for this portfolio.
- Maintain and develop strong internal relationships with AM departments and staff to support the stewardship of your portfolio.
- In partnership with the Strategic Insights Manager, implement and contribute to, prospecting and moves management strategies for relevant donor portfolios including preparing highly customised proposals or grant applications for major gifts.
- In partnership with the Social Impact & Grants Manager, support the grant-seeking and reporting process through the creation of customised reporting materials and project updates.
- Collaborate with internal team members to ensure major donors are engaged and closely stewarded through regular communications, events, gift reporting, and other specialised activities.
- Where required, support the Development Coordinator in any donor-management or governance activity for the department, including AMF reporting, board and sub-committee administration and donation reconciliation.
- Keep up-to-date and engage with, industry best practice on philanthropy.
- Commitment to maintaining excellent interpersonal and communication skills to effectively navigate and negotiate relationships and project delivery.
- Commitment to continuous improvement, creative thinking, and learning.

Key challenges

- Increasing the number of new donors and upgrading the level of support from existing donors, whilst matching supporter motivations and wishes to Australian Museum project funding requirements
- Developing and maintaining ~~build~~-strong and sustainable working relations with internal and external stakeholders to maximise income from philanthropy and bequests
- Skills and passion to drive income now and increase a supporter's lifetime value
- Knowledge of the current fundraising landscape
- Meticulous attention to detail, whilst working under pressure

Key relationships

Internal

Who	Why
Director, Public Affairs and Development	High level strategic feedback
Head of Development	Receive overall direction, instruction, and guidance from as well as providing updates on key projects, issues, and priorities; keep informed.
Development Team	Work professionally and collaboratively together; to provide/receive support, information and services; and to ensure ongoing communication, professional working relationships, and a positive and productive team culture
Australian Museum staff	Further the impact of Philanthropy through providing advice on projects. Collaboratively work to deliver donor funded projects and ensure donors are engaged in the impact of philanthropy at the AM.
Australian Museum Foundation/Australian Museum Trust	- Build strong relationships with the Foundation and their networks to support the effective execution of the AMs bequest strategy. - Report where required, on key program updates and strategies.

External

Who	Why
Donors/Foundations	To receive/provide information, assistance, excellent customer service and/or work collaboratively together; and to represent the AM in a professional and ethical manner

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Head of Development

Direct reports

Nil

Budget/Expenditure

Budgets and expenditure are in accordance with approved Annual Budget and financial delegations and procedures subject to project type and sponsoring business unit.

Key knowledge and experience

- Computer literacy in Microsoft Office suite products and previous use of Tessitura or similar CRM systems
 - At least three years experience in a fundraising, NFP or customer service role

Essential requirements

- Relevant tertiary qualifications in arts, science, business, communications, marketing, museum studies or event management or a related field or equivalent work experience.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	• Adapt your existing skills to new situations • Commit to achieving work goals • Be aware of your strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Persist when tasks are difficult	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		Cooperate across work areas to improve outcomes for customers	
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	- Negotiate from an informed and credible position - Lead and facilitate productive discussions with staff and stakeholders - Encourage others to share and debate ideas to help reach a consensus - Recognise diverse perspectives and the need for compromise when negotiating mutually agreed outcomes - Influence others with a fair and thoughtful approach and sound arguments - Be sensitive and show understanding when resolving conflicts and differences - Manage challenging relationships with internal and external stakeholders - Anticipate and minimise conflict	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Consider the future aims and goals of the team, business unit and your organisation when prioritising work - Set, prioritise, consult on and develop team and business unit goals, strategies and plans - Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate outcomes and adjust plans accordingly	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management Understand and use effective ways to plan, coordinate and control projects	- Research and analyse data at a basic level to inform and support the achievement of project deliverables - Contribute to developing project documents and resource estimates - Contribute to reviews of progress, outcomes and future improvements - Identify when projects differ from their plans and tell your supervisor	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes, however, may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate

Capability group/sets	Capability name	Description	Level
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational