

POSITION DESCRIPTION

Job Title	Stewardship and Reporting Coordinator	Date	September 2026
Department	Development	Reports to:	Reporting and Grants Lead
Location	Southbank, Melbourne	Role Status:	Full-time, permanent

1. POSITION PURPOSE

The Development Teams Stewardship and Reporting Coordinator supports the MSO's fundraising program through accurate, timely and donor-focused coordination of Patron renewals and stewardship, funder and donor reporting, gift administration and Development data. The role helps ensure supporters are acknowledged and recognised appropriately, reporting obligations are met, and the Development team has reliable information and processes to manage income and relationships effectively.

2. MSO VALUES and GUIDING PRINCIPLES

VALUES

Innovation, Collaboration, Respect, Diversity

GUIDING PRINCIPLES

We listen to each other, and we listen to our audiences. We continuously tune into building connections that bring joy and validation.

We create welcoming experiences that showcase the beauty and wonder of artistic craft. Innovate performances that elevate the moment and endure in the spirit.

We unite our individual strengths and celebrate our unifying love of music, fostering understanding and belonging.

3. DIMENSIONS and WORKING RELATIONSHIPS

Reports to	Philanthropy Manager
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Direct Working Relationships	Internal working relationships Development team Finance, Artistic, Learning and Engagement, Marketing and other MSO teams MSO musicians and senior leaders External working relationships Patrons, major donors and other supporters Government funders, trusts and foundations Other stakeholders and suppliers
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4. MAJOR RESPONSIBILITY AREAS

- Donor renewal and stewardship - coordinate Patron renewals, donor acknowledgements, recognition and stewardship administration, supported by accurate and confidential donor records.
- Reporting - coordinate and draft clear, timely impact reports for major donors and acquittals for government, trust and foundation funders.
- Development operations - process and receipt gifts, maintain CRM data and pledges, and produce accurate income, pipeline and dashboard reporting.
- Development communications support - prepare segmented invitation lists, invitation eDMs and other donor communications as required.

5. KEY RESULT AREA	MAJOR ACTIVITIES
Donor renewal and stewardship	• Coordinate the annual Patron renewal program, including schedules, renewal communications, pledge tracking, reminders and follow-up administration. • Coordinate onboarding and ongoing stewardship administration for Patrons, Chair Sponsors and other supporters, ensuring commitments, preferences, benefits and interactions are recorded accurately. • Prepare timely gift acknowledgements and donor correspondence and maintain accurate recognition listings across relevant MSO channels. • Support the administration of the Chair Sponsorship Program and other donor stewardship activities, working with relationship managers to deliver a consistent supporter experience. • Maintain detailed, accurate and confidential constituent, relationship and stewardship records in Tessitura.
Reporting and acquittals	• Maintain a coordinated calendar of reporting and acquittal obligations for government funders, trusts and foundations, major donors and other key supporters. • Coordinate input from Finance, Artistic, Learning and Engagement and other teams to gather accurate financial, program and impact information. • Draft clear and compelling major donor impact reports and government, trust and foundation grant acquittals under the guidance of the Philanthropy Manager • Track funder requirements and ensure supporting documentation, evidence and approvals are complete, accurate and stored appropriately. • Work with relationship managers to deliver bespoke stewardship plans where required.

	Support the continuous improvement of reporting templates, impact information and acquittal processes.
Development operations	- Process, allocate, receipt and acknowledge donations accurately and promptly, working with Finance to support reconciliation and resolve discrepancies. - Create and maintain gifts, pledges, payment schedules, soft credits, relationships, contact preferences and relevant documentation in Tessitura. - Produce timely and accurate income, renewal, pledge, pipeline and dashboard reports, including year-on-year comparisons and other analysis requested by the Development team. - Act as a knowledgeable Tessitura user for the Development team, supporting routine queries and contributing to improvements in CRM processes and functionality. - Maintain clear, current procedures for core gift administration, reporting and stewardship processes.
Development communications and team support	- Prepare accurate, segmented invitation lists and invitation eDMs for Patron and donor events (event planning and delivery sit outside this role). - Prepare data selections and lists for renewal, stewardship, fundraising and donor communication activities. - Serve as a friendly, warm first point of contact for donors and prospective donors through Philanthropy phone and general email inbox management. - Provide responsive administrative support during peak periods and contribute to a collaborative, supporter-focused Development culture. - Raise invoices, manage credit card payments and provide accurate expenditure record-keeping. - Contribute as part of a high-performing and collaborative team. - Other duties as required.

6. DECISION MAKING AUTHORITY

The position holder works under the general direction of the Reporting and Grants Lead, exercising sound judgement in the coordination of donor stewardship, reporting deadlines, gift administration and Development data. Material donor, funder, financial or privacy matters are escalated appropriately.

7. ESSENTIAL CRITERIA

- Demonstrated experience in fundraising, donor services, grants administration, reporting or a comparable coordination role, preferably in a not-for-profit, cultural or membership-based organisation.
- A collaborative and service-oriented approach, with strong interpersonal skills and the confidence to work across teams.
- Excellent organisation and attention to detail, with the ability to manage competing priorities in a fast-paced environment.
- Strong written communication skills, with the ability to draft clear, accurate and audience-appropriate donor and funder reports and correspondence.

- Experience coordinating detailed administrative processes and deadlines involving multiple internal stakeholders.
- Experience using a fundraising, ticketing or customer relationship management system; Tessitura experience is highly regarded.
- Strong numeracy and spreadsheet skills, with the ability to prepare accurate reports, reconcile information and identify inconsistencies.
- Demonstrated discretion and sound judgement when handling confidential donor, financial and organisational information.

8. DESIRABLE CRITERIA

- Experience preparing grant acquittals, impact reports or government funding reports.
- Knowledge of philanthropic stewardship, gift administration and donor recognition practices.
- Interest in and enthusiasm for classical or orchestral music and the role of the arts in community life.

9. PERSONAL CHARACTERISTICS

- Highly reliable, methodical and attentive to detail.
- Warm, responsive and committed to an excellent supporter experience.
- Diplomatic and mature, with sound judgement about when to resolve, prioritise or escalate issues.
- Curious and improvement-focused, with a willingness to strengthen systems and processes.
- Resilient, adaptable, comfortable working to fixed deadlines and managing competing priorities.

10. POSITION DESCRIPTION MAINTENANCE

Date of last review:	August 2026
Conducted By:	People & Culture Lead
Date for next review:	12 months, or as required