



West Australian
Symphony Orchestra

POSITION DESCRIPTION

West Australian Symphony Orchestra

POSITION:	Donor Engagement & Communications Coordinator
DEPARTMENT:	Development
LOCATION:	445 Hay Street Perth, WA
UNDERLYING AWARD:	Live Performance Award
CLASSIFICATION:	Production and Support Staff
AWARD LEVEL:	Level Five (5)
EFFECTIVE DATE:	August 2025

PURPOSE OF POSITION

The Donor Engagement & Communications Coordinator is a highly professional individual who will support the members of the Development Team to secure and maintain income from a range of individuals.

This primary focus of this role is to shape and deliver communications to WASO's donor stakeholder group, while coordinating the day to day administration of WASO's relationships with those donors.

The position is ideal for an organised individual interested in marketing, stakeholder communication and engagement.

The Donor Engagement & Communications Coordinator will be an enthusiastic team player, comfortable interacting face to face and via the phone, able to manage a busy and varied workload and work with all members of the organisation.

KEY RELATIONSHIPS	
REPORTS TO	Philanthropy Manager
OPERATIONALLY REPORTS TO	N/A
DIRECT REPORTS	N/A
KEY INTERNAL RELATIONSHIPS	Chief Executive Director of Development Executive Managers Philanthropy and Corporate Development Marketing Education and Community Engagement Box Office
KEY EXTERNAL RELATIONSHIPS	Giving Circle Members (donors to WASO) Subscribers (regular audience members)

WASO VALUES	BEHAVIOURAL REQUIREMENTS
INNOVATION AND EXCELLENCE	To strive for excellence and innovation in every task
LEADERSHIP	To be a champion of orchestral music in our region and be a leader in the performing arts sector



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PASSION AND INSPIRATION	To be passionate and committed to providing our audiences with inspiring and memorable experiences
RESPECT AND TEAMWORK	To cultivate relationships that are based on teamwork, honesty and mutual respect

KEY RESPONSIBILITIES:

- Administer and coordinate the management and communication to all WASO donors
- Coordinate WASO's regular giving program and donors giving under \$500
- Be the primary contact for WASO's donors
- Assist WASO's Annual Giving campaign end-to-end
- Health and Safety

KEY RESULT AREA	MAJOR ACTIVITIES
Communications / Stewardship	<ul style="list-style-type: none"> • Create and manage EDM communications using Wordfly • Develop short and long form copy for philanthropy messaging • Manage end-to-end delivery of Encore (bi-annual donor magazine) • Coordinate direct mail campaigns • Coordinate delivery of philanthropic collateral • Maintain acknowledgment listings in concert programs, and on website using ExpressionEngine
Administration and Fundraising	<ul style="list-style-type: none"> • Respond to donor queries • Receipt donations • Coordinate correspondence to donors as required • Make phone calls to donors as required • Track donations to ensure alignment to purpose • Maintain accurate donor records in Tessitura (CRM) • Generate reports from Tessitura as required • Coordinate WASO's regular giving program and donors giving under \$500. • Coordinate the delivery of WASO's stewardship touch points and renewal of donations • Support Philanthropy team members with incidental stewardship tasks
Events	<ul style="list-style-type: none"> • Provide administrative support for donor events • Attend donor events as required
Finance	<ul style="list-style-type: none"> • Raise requisitions using ARM for purchase orders and reimbursements as needed
General Administration	<ul style="list-style-type: none"> • Assist the Development Department with other activities as required
Health and Safety	<ul style="list-style-type: none"> • Ensure the health, safety and welfare of yourself and other employees, customers and visitors as outlined in the WASO Employee Handbook



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CORE COMPETENCIES

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Skills

Required:

- Exceptional verbal and written communication skills, and audience engagement
- Strong organisational skills, with attention to detail in donor data management, financial processing, and stakeholder coordination
- Ability to work independently and collaboratively within a dynamic team
- High level of computer literacy, including experience with CRM platforms and data reporting tools
- Excellent attention to detail
- Strong organisational and time management skills, the ability to prioritise and manage multiple competing tasks, and meet deadlines
- Innate ability to develop effective relationships with a wide range of stakeholders
- Display a willingness to learn, enthusiasm and high level of initiative
- Proficiency in Microsoft Office, Outlook CRM, databases
- Ability to work both constructively as part of a team, and autonomously with minimal supervision

Attributes

Required:

- Willingness and ability to work outside normal business hours (for attendance at concerts)
- Able to apply initiative and problem-solving skills

Knowledge

Required:

- Tertiary qualification in Arts, Marketing, Communications, Business or equivalent demonstrated experience

Desirable

- Experience with customer service or external-facing business relationships
- Administration experience in the performing arts
- Knowledge of database systems; particularly Tessitura and email server Wordfly
- Knowledge of Australian fundraising practice and regulations