

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 builds, maintains, and strengthens PSO's relationships and connections with donors, corporates, churches, schools, and the wider community. Operating within PSO's development, engagement, and Marketing Strategies, the role contributes to the delivery of engagement initiatives, grows supporter reach, and works to ensure a high-quality experience for all supporters and volunteers.

Primary Objectives

- **Strengthen Community Engagement and Experience**
Build and maintain meaningful relationships with donors, corporates, churches, schools, and community partners to grow PSO's supporter base and deepen engagement.
- **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.
- **Contribute to Marketing and Internal Communication Activities**
Provide ad hoc support to the Marketing Coordinator to strengthen PSO's social media presence and increase the reach of publications such as People magazine and appeal collateral.
- **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	<ul style="list-style-type: none"> • Assist with creating and maintaining pathways that contribute to the acquisition, conversion, and engagement of regular donors, corporates, churches, and bequest prospects. • Coordinate logistics for donor care (thank-you processes, recognition, updates, reports). • Support Mission Advocates and facilitate Support Sundays. (Equipping Mission Advocates with appropriate resources, and rostering staff speakers within churches) • Act as the first point of contact for volunteer expressions of interest (as appropriate). Championing PSO values of relationships within volunteering systems and processes.
Support the Delivery of Events, Campaigns and other Engagement Activities	<ul style="list-style-type: none"> • Assist with appeals and campaigns and prioritise the needs of the community in terms of partnering with PSO. • Coordinate distribution of PSO publications and supporter communications, including People Magazine, to homes, churches, and strategic locations (e.g., law firms, accountants, medical practices), continuously improve the quality of the distribution list and identify new opportunities for reach. • Help prepare collateral that enables the team to meaningfully and effectively engage with supporters and the wider community.
Contribute to Marketing and Internal Communication Activities	<ul style="list-style-type: none"> • Provide ad hoc support to the Marketing Coordinator to implement social media strategy. • Assist in promoting PSO's work by coordinating speakers for school assemblies, clubs, and other community spaces. This role may occasionally present in student-focused or education-sector settings, while senior PSO staff take the lead for broader community or high-profile events.

Ensure Data Integrity and CRM Accuracy	<ul style="list-style-type: none"> Contribute to the administrative and CRM systems to maintain an accurate, up-to-date database and pipeline, ensuring opportunities are not missed, and publications reach the audiences who value them.
Expectations of all PSO Employees	
Communications / Interpersonal relationships	<ul style="list-style-type: none"> Positive and collegial relationships are developed and maintained. Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> Active engagement with the personal development review process. Personal and professional development goals and objectives are established. Be responsible for own ongoing education and skills required in the designated role.
Continuous improvement	<ul style="list-style-type: none"> 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 staff, and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> Actively support and comply with H&S policy and procedures. All employees are expected to identify, report, and, where appropriate, resolve issues that may cause harm to themselves or others in the organisation. All staff are expected to contribute to a safe workplace by raising concerns early with their colleagues, thanking those that raise concerns with them and speaking up when they notice something that might lead to abuse or neglect of those in our care. You are expected to work safely and to actively participate in health and safety programmes in your work area. All accidents or potential hazards must be reported 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>	<ul style="list-style-type: none"> As an employee, you are required to 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: <ul style="list-style-type: none"> • Manager Development and Engagement 	Direct Reports: <ul style="list-style-type: none"> • None
Internal Relationships: <ul style="list-style-type: none"> • CEO • Engagement & Development Manager and team. • Other PSO teams. • Volunteers (Mission Advocates) 	External Relationships: <ul style="list-style-type: none"> • Donors, the corporate and business sector, the church and school sectors, and the wider community.
Person Specifications	
Key Skills & Attributes (Essential) <ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Strong interpersonal skills and a desire to work collaboratively within a close-knit team. • Proven capability to coordinate multiple tasks, priorities, and deadlines effectively. • Proactive problem-solver with a mindset focused on continuous improvement. • Comfortable using (or willing to learn) CRM systems and basic data or analytics tools. • Community-minded, enthusiastic, and motivated to contribute to positive social impact. 	
Experience & Knowledge (Preferred) <ul style="list-style-type: none"> • Experience in community development, fundraising, marketing, or event coordination. • Understanding of digital marketing tools and traditional marketing collateral. • Previous experience working with churches, corporates, or community groups is advantageous. 	
Role Requirements <ul style="list-style-type: none"> • Some after-hours or weekend work may be required for events or church-based activities. • The role may at times include local travel within Otago for outreach, engagement, or distribution activities. 	
Physical Requirements <p>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.</p>	

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 the values of integrity, respect, courage, manaaki and aroha.

