

Director, Donor Experience

12 Month Contract Position – Maternity Leave

THE OPPORTUNITY

What creates an outstanding, thoughtful and meaningful experience for someone who donates to London Health Sciences Centre? If this question intrigues you, London Health Sciences Foundation (LHSF) is looking for an experience-driven, ideation-centric individual to take on the position of Director, Donor Experience.

Our donors come from all walks of life, and that's what makes this position a crucial role within our organization. If you are someone who thoroughly enjoys the experience of designing, charting and personalizing donor engagements, interactions and activities, you've come to the right place!

The Director, Donor Experience aims to deepen LHSF's relationship with donors. As someone who proactively plans to ensure the best results, the Director, Donor Experience will spearhead the strategy development and execution of LHSF's donor cultivation, recognition and stewardship efforts, all while ensuring London Health Sciences Foundation's relationships with its donors are continually improving along the way. The Director, Donor Experience will measurably enhance donor retention and grow revenues across all fundraising portfolios by utilizing industry best practices, while also contributing to the development of new, innovative directions within the fundraising sector.

REPORTS TO: Executive Vice President

Key Functional Relationships:

Works with:

- Senior Leadership & Management Team
- Donor Experience Team
- Development Team / Campaign Team
- Events & Community Engagement Team
- Marketing and Communications Team
- Finance Team and IT Team

Contacts:

- Donors, Prospects, Sponsors and Volunteers
- Hospital and Foundation Staff

Skills / Experience / Qualifications:

- Post-secondary education: university degree, college diploma in a related field or equivalent experience.
- Additional studies in fundraising/donor relations/event management through a recognized program an asset.
- 7-10 years of demonstrated experience in fundraising/donor relations/event management.
- Ability to lead and manage donor relations professionals.
- Strong knowledge and experience in moves-management theory and practice, including best practices in donor cultivation, recognition and stewardship of donors.
- Excellent interpersonal skills and very strong relationship-building skills.
- Ability to coach, mentor and motivate staff, volunteers and donors.
- Ability to work with and effectively maximize the involvement of senior hospital staff, physicians and volunteers in stewarding philanthropy.
- Excellent organizational skills and demonstrated ability to prioritize multiple and changing demands.
- Excellent communication skills (verbal and written).
- Proven ability to exercise diplomacy and good judgment.
- Exemplary attention to detail with excellent planning, organizational and time management skills.
- Ability to work independently using an above average level of initiative.
- Ability to work as part of a senior fundraising team.
- Proficient in the use of Microsoft corporate productivity tools, as well as Raiser's Edge or other donor database management systems.
- Ability to maintain confidentiality.

Functions / Duties *(not in priority order or percentage of time):*

- Oversees the development, execution and monitoring of personalized and meaningful donor journeys across all portfolios - annual giving, events, mid/major giving, legacy giving.
- Works with all portfolios to understand the current donor experience and collaboratively works with each to proactively and assertively improve.
- Provides leadership to a staff of three donor relations and stewardship professionals.
- Drives innovation in digital engagement strategies to expand the reach of all cultivation and stewardship activities (i.e. ThankView, Digital Walls, Social Media, Website etc.) in collaboration with marketing team.
- Develops and analyzes key donor experience metrics and develops a scorecard to track donor engagement, demonstrate the impact of donor relations activities.
- Utilizes data-driven analysis to refine stewardship approaches to increase engagement, retention and donor satisfaction.
- Works with marketing team to expand and implement unique communication tools to ensure a top-notch donor experience.

- Oversees the development, execution and monitoring of the new donor onboarding program.
- Leads the development and execution of a formal volunteer management program, including recruitment, engagement and ongoing stewardship/recognition.
- Leads the execution of select high profile donor cultivation and stewardship gatherings (i.e. fireside chats, CEO meet-and-greets, major donor recognition dinners etc.)

Other Responsibilities:

- Act as an Ambassador throughout the Community, positively representing the Hospital and the Foundation.
- Work as a team player promoting a positive and professional work environment and conduct role with integrity and respect.
- Other duties as assigned from time to time in order to meet the overall goals and objectives of the London Health Sciences Foundation.
- Abide by the policies and procedures of the LHSF and LHSC.
- Abide by the Occupational Health and Safety Act, and work in a manner that is safe, reporting incidents immediately to direct supervisor.
- Operates within culture and core values of the organization.
- Requires up-to-date vaccinations, inclusive of COVID-19 vaccination.

To apply for this position please submit a resume and cover letter detailing your experience to Tracy Manchen, Executive Assistant, tracy.manchen@lhsc.on.ca

DEADLINE TO APPLY: 5:00 pm on Wednesday, July 8th

ABOUT LONDON HEALTH SCIENCES FOUNDATION (LHSF)

As the charitable arm of London Health Sciences Centre (LHSC), we at London Health Sciences Foundation (LHSF) strive to enhance the standard of care for patients at our hospital. With your generosity, we support the development of critical initiatives such as ground-breaking research, state-of-the-art equipment, specialized care with personalized treatment options and the education of our next generation of clinicians.

It is through the hope and kindness of our donors that the health and lives of patients at LHSC are impacted, today and tomorrow. We are committed to honouring your compassion with acts of gratitude, stewarding with respect and reporting with honesty, transparency and accountability.

On behalf of LHSC, the communities it serves, and the individuals whose lives are impacted by its work, we:

- **Nurture** kindness and empathy with initiatives that help those in need, today and tomorrow.
- **Champion** gratefulness with legacy choices and commitments that can transform lives.
- **Inspire** optimism with meaningful relationships and creative partnerships.
- **Serve** as trusted stewards committed to responsible, respectful cultivation and engagement of our donor community through accountability, reporting, acts of gratitude and milestone celebrations.

Our Beliefs

You are the difference.

Your hope creates possibilities. Your compassion generates strength. Your commitment builds resilience. Because you believe, others thrive.

Making a difference for another person is both noble and joy filled.

It matters deeply.

We honour your kindness and empathy...

With initiatives to help those in need, today and tomorrow.

We fulfill your gratefulness...

With legacy choices and commitments that can transform lives.

We celebrate your optimism...

With meaningful relationships and creative partnerships that prove there are no boundaries to what can happen next.

But it's you – your heart and spirit – who creates the dignity, the support and the love that enriches the lives of your family, your friends, your neighbours and your community.

You choose to care.

We're here to serve that choice and the powerful difference it will make.