



Philanthropy & Partnerships Manager

Candidate Information Pack



Angkor Hospital for Children
Siem Reap, Cambodia
September 2023



Angkor Hospital for Children (AHC)

Every child – rich or poor – deserves to be healthy.

Angkor Hospital for Children (AHC) is a leading children’s healthcare organisation based in Siem Reap, Cambodia.

Since 1999, we’ve helped millions of children get the healthcare they need.



AHC is a flagship hospital pioneering specialty treatments and care rarely available elsewhere in Cambodia, with some of the most sophisticated facilities and clinicians in the country.



We’re a teaching centre of excellence inspiring a new generation of health workers.



We’re working in some of Cambodia’s poorest communities to empower caregivers with vital health information.

Transitioning to local leadership is a pillar of the current strategic plan and for the first time in the organisation’s history, the organisation’s CEO and majority of Heads of Department are Cambodian.

In early 2022, the Development function of international staff and PR function of local staff merged to create a multi-disciplinary Fundraising Department staffed by talented national and international communications specialists and fundraisers.

The new department is responsible for delivering the organisation’s US\$5.5 million dollar annual operating budget.

Since the original merger, opportunities for further specialisation and growth have been identified – leading to a refresh of the department structure and creation of the Philanthropy & Partnerships team. The team will focus on building and deepening relationships with individuals and companies internationally and within Cambodia. Last year, 27% of AHC’s income came from within Cambodia, with the remainder from international sources.

It is an exciting time to join AHC.



The Role

The Philanthropy & Partnerships Manager leads a small team responsible for raising c\$1.5 million per year for the hospital from both individual and corporate donors.

The team currently consists of the Manager post and a Philanthropy & Partnerships Senior Officer, with the view to recruit a third staff member in the future. AHC's existing individual and company donors are contributing around \$1.5m currently, with five, six and seven figure gifts from donors internationally and within Cambodia.

There are also significant opportunities for developing new relationships in areas of existing AHC support within Cambodia and internationally (Hong Kong, Singapore, US and UK). AHC has an engaged and well connected board, who are supportive of fundraising, alongside proactive donors who are keen to make introductions.

This role will manage relationships with some of AHC's most important donors, working closely with the Fundraising Director, board and AHC senior management to steward and inspire gifts.

Local and international travel for donor meetings will be required.

You will develop and support a team of both national and international staff, building skills and expertise within the team.

The post holder will work with programme and senior colleagues to build relationships with donors, tailor individualised proposals and provide prompt and heartfelt thank you's and other engagements.



This is a varied and pivotal opportunity for a skilled relationship fundraiser to realise transformational partnerships with individuals and companies for one of the region's leading and best respected children's organisations, working with committed donors within Cambodia and around the world.



It is an opportunity to work in a multicultural and diverse team, with donors of a broad range of backgrounds, pioneering an innovative fundraising approach combining local and international experience.



You'll be based in the hospital grounds, seeing the impact of your fundraising on a daily basis. You will be part of ensuring children in Cambodia get the high quality compassionate medical care they deserve, now and for years to come.

Responsibilities



Relationship Management and Donor Appreciation (40%)

- To provide outstanding stewardship to all donors working with senior leadership and programme staff to offer unique thanking opportunities
- Maintain relationships with active and lapsed supporters in order to increase and deepen support
- To support the development and delivery of the team's stewardship event programme
- Develop AHC's contact management systems and processes through Salesforce, ensuring excellent and timely thanking and maintaining clear and accurate records
- Encourage long-term support through multi-year pledges
- Manage relationships with AHC supporters who have pledged a gift in their will, and feed into ongoing legacy communications
- Develop other ways of giving including donation of stock, via Donor Advised Funds and endowment gifts.



New Relationships (35%)

- Work with existing supporters and senior volunteers to find new high-value donors and secure meetings and visits to engage with AHC's purpose and strategy
- Conduct desk research to identify existing supporters with capacity to give more transformational gifts and build a pipeline of new corporate prospects
- Proactively manage the high-value pipeline to build relationships, set up meetings, inspire gifts using creative engagement plans and thoughtful approaches to new donors
- Develop engaging and high quality proposals and pitches (\$10,000-\$500,000), matching AHC projects to the needs of donors
- Support the team to build new relationships and gifts across their areas of responsibility
- Attend networking events on behalf of AHC where appropriate
- Project manage high-impact engagement events and follow up with all new donor leads.



Planning and Line Management (15%)

- Co-create and deliver the philanthropy and partnerships strategy
- Lead a high-performing team, ensuring all team members remain highly motivated and hit their individual targets through regular 121s, quarterly reviews and annual appraisals
- Ensure the Unit works seamlessly with other Units in the department and wider organisation – especially the hospital Executive Committee and Finance team
- Be an integral member of the Unit Management team, fostering a positive team culture that celebrates individual and team achievements and strives for continuous learning and improvement
- Manage the team's income and expenditure budget, using Salesforce to generate monthly reports and forecasting alongside annual budget setting and operational planning
- Ensure the team are utilising project and work-planning tools effectively, have clear goals and deliver work on time and to target
- Lead the team to become confident and active users of Salesforce, harnessing the potential for improvements in supporter experience.



Appeals and Donor Communications (10%)

- Work closely with AHC's Communications team to customise mass communications for high-value, mid-value and corporate segments
- Create personalised approaches for high-value support of annual appeals, including matched giving
- Support other Fundraising Department functions as and when required.



Key qualifications, skills and experience:

Track-record of inspiring five and six figure gifts / partnerships

An expert relationship builder, able to build rapport through genuine curiosity with all stakeholders

Strong personal gravitas, assured and credible communicating with senior stakeholders

Strong research and analytical skills, with the ability to collect, assess and summarise information rapidly

A strong technical grasp what makes successful corporate and/or philanthropic partnerships

Skilled writer able to create compelling and inspiring proposals and confident public speaker

Proven experience of building new networks and securing meetings

Excellent internal stakeholder management skills, able to influence at the highest level

Track-record of successfully delivering to clearly defined targets and KPIs and experience managing a pipeline of opportunities independently

Knowledge and demonstrable experience of working with databases and CRMs (i.e. Salesforce), excellent IT skills including Microsoft Office

Quick learner, able to absorb and conceptualise projects and match to donor interests

Able to work well both within a team and independently in a multicultural environment

A growth mindset and commitment to learning, ability to handle and utilise constructive feedback to improve results

Calm under pressure, dynamic, flexible and organised with the ability to multi-task, hit deadlines and work on many projects simultaneously

Motivated, target-driven and self-starter showing tenacity to get results

Genuine commitment and passion for the work of Angkor Hospital for Children

Desirable:

- Line management or mentoring experience of coaching team members to achieve results
- International development / humanitarian experience
- Demonstrable understanding of global health issues and development
- Understanding of one or more of AHC's key international markets – Asia or North America.



The package

- Competitive salary for the industry and market
- Two year, fixed term contract with the possibility for extension
- Health insurance including medevac
- Generous paid time-off allowance plus certain national holidays
- Flight allowance at the start and end of contract



About Siem Reap

AHC is located in the heart of Siem Reap town, Cambodia's number one tourist destination. With the Angkor Archaeological Park including world famous temples such as Angkor Wat, Bayon, and Ta Phrom just over 7km away, Siem Reap town is a tourist hot spot with restaurants, modern hotels, infrastructure and fun weekend activities. Before COVID-19, Siem Reap welcomed 2.2 million international visitors annually.

Siem Reap town is recovering from the challenges of the pandemic. There is a small and tight-knit community of expats, with creatives, NGO workers, and entrepreneurs making their home here. Siem Reap is the perfect place for someone who is active, loves nature and exploring what Cambodia has to offer.



How to apply

Interested candidates are requested to submit a CV and cover letter to ahc@angkorhospital.org and jobs@angkorhospital.org by Sunday 15th October, highlighting where you saw the role. Virtual interviews will take place on Thursday 26th October. Please note that only shortlisted candidates will be contacted for interview.

For an informal conversation about the role, please contact Fundraising Director Holly Smith on holly@angkorhospital.org.