

ROLE TITLE	AFES FINANCIAL PARTNERSHIP SUPPORT TEAM LEADER
Reports to	AFES National Office Team Leader
Date	August 2026
Scope	Under the direction of the National Office Team Leader, the Financial Partnership Support Team Leader will lead the Financial Partnership Support Team, oversee the AFES donation management processes and systems, and steward key donor relationships.
Purpose	As an integral member of the National Office, lead the Financial Partnership Support Team to achieve the AFES Mission, Vision and Strategies in accordance with the Values and Doctrinal Basis. In prayerful dependence on God, and in partnership with the student affiliate, you are to proclaim Jesus Christ at University to present everyone mature in him by building student groups that: • Evangelise students by proclaiming Jesus as Lord. • Encourage growth toward Christian maturity. • Train students in the skills and character to serve Jesus and His people; and • Send graduates throughout Australia and the world to serve Christ.
Key Responsibilities	Your primary work is to lead the Financial Partnership Support Team to deliver service excellence to financial partners and campus staff in order for the campus work to flourish. This includes being responsible for: Team Leadership • Lead, manage and empower the Financial Partnership Support Team members to effectively achieve their role. • Complete the annual feedback and planning processes for Financial Support Partnership Team members. • Support team members in their development and execution of their roles. • Support the Global Mission Specialist in the day-to-day leadership and management of the Horizons Project Co-ordinator. Management of Donation Operations • Oversee all aspects of the donation management process including the daily banking process, donation website, donor data accuracy, bank and database reconciliation, donation and general financial partnership enquires. • Oversee donation reporting to campus staff. • Support the management of relationships with key donors to AFES National Projects and Initiatives. • Facilitate and support various AFES programs including the New Ministry Initiative and Where Most Needed grants. Development of Donation Processes and Support Systems • Develop and improve processes and procedures to ensure financial partners and campus staff receive accurate, up to date information. • Automate key processes such as receipting, campus staff reports, missed or failed donation follow up and reconciliations.

	• Improve and develop database and donation website to meet donor, campus staff and team needs. • Implement new technologies and processes to improve the donor experience and streamline enquiries to improve service outcomes. • Manage key relationships with external technology providers that support our Donation Management system and Donation Portal. Development of New Financial Partnership Initiatives • Investigate and develop new financial partnership initiatives such as bequests, key supporter programs, an endowment fund. Manage existing and new trusts and larger financial partners • Oversee stewardship plans and communication in conjunction with the National Director and Deputy National Director. • Track and report income and expenditure to key projects receiving funds. • Participate in the development of existing and new Trust and Major Donor relationships. Self-learning and self-caring • Engaging in the processes of Staff Learning and Development, including undertaking the annual feedback and planning processes with the National Office Team Leader. • Monitoring and maintaining your wellbeing, including taking leave. Actively participate in the broader AFES National Office team meetings and serve at national conferences as required.
Relationships	The Financial Partnership Team Leader will report directly to the AFES National Office Team Leader for day-to-day matters and liaise with: • the Deputy National Director on Trusts and larger financial partners. • project teams to work towards stewardship of Trusts and larger financial partners. • external technology providers supporting the Donation Management System and Portal • the Support Raising Coach to ensure the best outcomes for campus staff. The Financial Partnership Team Leader will regularly participate in the AFES National Office team meetings and will have contact with AFES campus staff and affiliates, and financial partners through the nature of the work.
Location and Special Circumstances	This position requires regular work to be performed at the AFES National Office, Kingsford. As such the incumbent will be expected to participate in the broader AFES National Office team meetings when present, including leading occasional bible studies and prayer. It also requires attendance including travel to and from annual AFES conferences at hours outside those normally worked including Staff Conference and the National Training Event.
Qualifications	• Character as outlined in the Code of Conduct and Doctrine for AFES workers. • Doctrine as outlined in the Code of Conduct and Doctrine for AFES workers. • Working with Vulnerable People Check (or relevant State Equivalent). • Accurate and thorough with high attention to detail, excellent communication skills with a customer service focus. • High computer literacy including skills in the Office365 suite, email clients, web-browsers, and the ability to quickly become competent using FileMaker Pro. • Ability to lead, manage and empower the Financial Partnership Support Team members to effectively achieve their roles.

	• Proven ability to deliver excellence in customer service through systems and team development. • Experience with trusts and major donor stewardship and development. • Appropriately qualified or with demonstrated experience.
Competencies	• Builds Effective Teams • Balances Stakeholders • Ensures Accountability • Directs Work • Collaborates • Develops talent • Financial Acumen • Optimises work processes
Skills	• Process Improvement • Team leadership • Project Management • Fundraising development • Interpersonal / customer service • Situational leadership • Self-care • Communication • Change management