
Who We Are

VGH & UBC Hospital Foundation is Vancouver Coastal Health's primary philanthropic partner, raising funds for specialized adult health services and research for all British Columbians. We partner with donors to drive innovation and sustainable health care at VGH & UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Vancouver Community Health Services.

The Major Gifts department is responsible for securing gifts of \$25,000 or greater and for generating annual revenues of over \$60 million, representing two thirds of the total philanthropic revenue generated each year by the Foundation. The department contains of the donor facing fundraising team and Major Gifts administrative support team.

About This Role

The Philanthropy Assistant supports fundraisers by coordinating and managing the administration of all levels of gifts, providing exceptional customer service to donors, ensuring efficient donor activity coordination, and anticipating the needs of fundraisers and donors. Additionally, they maintain timely and accurate data records related to Major Gift fundraising activities while upholding confidentiality and keeping donor centricity in mind.

Key Responsibilities

- Provides holistic and comprehensive administrative support to Major Gift fundraisers
- Supports fundraisers in managing donor relationships, using available administrative tools and skills to deliver exceptional service to donors as well as key internal and external stakeholder groups, including hospital partners and senior volunteers
- Maintains the calendar for and coordinates key meetings and events with donors, staff, and other stakeholders, ensuring agendas/minutes and supporting materials are circulated on time and all necessary meeting arrangements, including room bookings and catering, are in place
- Proactively contributes to continuous improvement and consistency by supporting the implementation or maintenance of standardized administrative systems, processes, and procedures, maximizing efficiency, and reducing redundancies/duplication
- Identifies and completes appropriate draft agreement templates and work with fundraisers in identifying and fill gaps in the information required
- Participates in and initiates action focusing on data quality and efficiency of record management
- Exhibits consistently high levels of critical thinking both in routine tasks and when faced with unique circumstances. Exercises sound judgment while adhering to organizational processes and procedures, particularly in non-routine donor situations
- Demonstrates independent thinking and a capacity to provide adept support to fundraisers and donors across the entirety of the donor journey, understanding that tailoring communication appropriately is vital. Accommodates the distinct needs of each individual donor approach
- Adapts communication strategies to the recipient's level of understanding, ensuring effective and meaningful interaction that resonates appropriately with each party
- Utilizes reports and dashboards to increase efficiencies, understands the use of filters, inclusion, and exclusion criteria in adjusting report to serve specific needs

What You Offer

- Able to manage a variable and volatile workflow, handling multiple projects simultaneously, and performing well under pressure in a deadline-driven environment
- Demonstrates aptitude for working in a highly diverse environment, interacting respectfully and meaningfully with multiple constituencies
- Possess excellent planning, organizational, and time management skills, with a strong attention to detail, committed to maintaining accuracy and high levels of initiative
- Respected as a strong, positive team player with a collaborative work style and a strong work ethic
- Demonstrates excellent written and verbal communication skills
- Contributes to a culture that is donor-centric, where high quality customer service is a focus and requests from internal and external stakeholders are responded to with a high degree of urgency, professionalism, and accuracy
- Exercises tact and diplomacy and maintains confidentiality when liaising with Foundation staff, donors, and stakeholders
- Maintains confidentiality and handles sensitive information related to donors and fundraising activities

What We Offer

The successful candidate can expect a starting salary between **\$50,005.76** and **\$56,824.73**, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently **\$64,211.94**.

Additional variable pay (merit/bonus), defined benefit pension plan, extended health and dental benefits for you and your partner/children, flexible working arrangements, minimum four weeks' paid vacation, investment in professional development and subsidized access to transit, fitness, cycling and parking facilities all contribute to a top-notch total rewards package. If you'd like more information on what we offer, please ask!

To Apply

Please send your resume to our recruitment partner, Ellie Stojanovski of The Tandem Team, at ellie@thetandemteamrecruitment.com by the 29th of September 2024.

We welcome applications from anyone who is eligible to work in BC and fully vaccinated against COVID-19. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.