

## JOB DESCRIPTION

### OFFICER, STEWARDSHIP & RECOGNITION

**Reports to:** Manager, Stewardship & Recognition

**Working Conditions:** Full-time, Monday-Friday, with occasional evening and weekend work. This position is home-based and must be located within 100km of the Greater Toronto Area. Occasional travel within Canada may be required.

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#### POSITION SUMMARY:

The Officer, Stewardship & Recognition is responsible for executing stewardship and recognition program plans for all channels of the Development team (fund, food, and philanthropic donors), ensuring all donors are engaged and supported throughout their partnership with Food Banks Canada. Working alongside the Manager, Stewardship & Recognition, the Officer will develop and/or contribute to the contract deliverables for corporate and food partners within timelines determined in conjunction with partnership leads. This role is accountable for supporting all stages of donor engagement, including impact reporting. The focus of this role includes the operations and execution of Food Banks Canada's signature stewardship event, as planned by the Manager, Stewardship & Recognition, in collaboration with the Marketing team. The Officer, Stewardship & Recognition supports the Corporate Development, Food Sharing and Acquisition, and Philanthropic teams.

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#### RESPONSIBILITIES:

- Enhance Food Banks Canada's stewardship and recognition program and support the implementation of new systems and tools to recognize and steward corporate, food, and philanthropic donors
- Liaise with both the program and communication teams to gather impact data and success stories for use in donor communications and reports
- Write and develop compelling impact reports and updates that demonstrate the outcomes of donor investments and contributions
- Collaborate with partnership account leads in developing and executing stewardship plans for top donors, including identifying upcoming partner milestones
- Coordinate with members of the stewardship team to develop compelling stewardship materials and messaging for donor outreach and engagement
- Work to enhance assets required to maximize and renew partnerships and sponsorships, as planned for and directed by the Manager, Stewardship & Recognition
- Liaise with internal teams and external vendors to facilitate the development and execution of partner specific digital assets, including videos
- Oversee and maintain Food Bank Canada's corporate partner library by updating all organization and contact information, and library assets
- With the support of the Manager, Stewardship & Recognition, coordinate, the procurement of customized partner swag, as well as promotional and collateral items, for events and recognition programs
- Engage in cross-departmental collaboration to deliver high-quality work to exceed the expectations of donors
- Execute the plan for Food Banks Canada's signature stewardship event, including communications, logistics, video assets and sponsor deliverables

- Work with the Manager, Stewardship and Recognition on the development and analysis of the annual Partner Affinity Survey
- Other duties as assigned

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## CORE COMPETENCIES:

1. **Relationship Building & Collaboration:** *Builds effective relationships and cooperates with internal and external stakeholders to strengthen Food Banks Canada's culture, support diversity and inclusion in the workplace, and achieve shared goals.*

### Behavioural Indicators:

- Cooperates with others by encouraging their participation and valuing their contributions
- Seeks out opportunities to collaborate with and help others on their team
- Builds rapport with internal and/or external stakeholders by seeking to understand their interests and finding common ground
- Works effectively and gets along with a wide variety of individuals and groups, valuing diverse views and opinions
- Seeks out and values constructive feedback, using feedback to identify areas for self-improvement

2. **Commitment to Results:** *Demonstrates commitment to Food Banks Canada's mission and purpose, uses effective planning to determine the steps needed to achieve results, and is accountable to following those steps to reach goals.*

### Behavioural Indicators:

- Develops work plans to structure individual work to achieve goals
- Looks for ways to improve individual performance to add value for the organization
- Can be relied upon to follow through on commitments with minimal or no supervision
- Demonstrates commitment to goals in the face of obstacles and identifies where workplans may need to be changed to achieve desired results
- Consistently delivers high quality work within or before deadlines

3. **Flexibility & Adaptability:** *Easily adapts to different conditions and scenarios within one's role and the organization and demonstrates openness to new ways of doing things.*

### Behavioural Indicators:

- Demonstrates positivity and openness when faced with a change and shifts priorities accordingly
- Seeks out further information or new skills in order to facilitate adaptation of a change
- Exhibits flexibility in approach to meet the needs of unique situations while adhering to organizational values
- Welcomes and fully supports changes and new ways of doing things in their work
- Makes changes to work plans to adjust to changing priorities and needs

4. **Problem Solving & Judgement:** *Assesses situations, analyzes information, and uses sound judgment to find solutions to issues and mitigate risk, soliciting input from others where appropriate.*

### Behavioural Indicators:

- Uses an analytical approach to identify underlying causes of issues to determine the best solution
- Evaluates multiple options to determine the best way to move forward when situations are ambiguous
- Generates own ideas and solutions to issues prior to escalating and bringing them forward

- Identifies potential risks impacting the achievement of strategic goals and takes steps to mitigate risk

**5. Communication:** *Listens actively and clearly conveys information and ideas verbally and in writing, in a professional and respectful manner, to ensure mutual understanding.*

**Behavioural Indicators:**

- Actively listens to and considers the thoughts and ideas of others
- Demonstrates an awareness of non-verbal communication and utilizes appropriate and professional body language
- Communicates clearly, concisely, and professionally in-person and through electronic means
- Able to determine appropriate communication channels and methods for a particular scenario, message, or audience

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**KNOWLEDGE, SKILLS & ABILITIES:**

- Well-honed collaboration and multi-stakeholder engagement skills
- Confident, polished, and excellent verbal and written communication skills
- Demonstrated competency in project development, project management, and issue management
- Excellent interpersonal (EQ) and customer service skills (political acuity)
- Works well in a team environment and able to interact well with food bank network, volunteers, vendors, the public and colleagues
- Strategic mindset and creative approaches to problem-solving and deepening relationships while driving results
- Detail-oriented, able to multi-task and effectively coordinate multiple projects, deadlines, and priorities
- Exceptional attention to detail and accuracy including strong proofreading skills
- Strong written communication skills, including experience writing case for support materials, impact reports and email engagement series.
- Ability to think both tactically and strategically
- Strong technical skills: learn / understand CMS (content management system), databases, e-mail programs (MailChimp), file sharing (e.g. Dropbox), proficient in MS Office Suite, ability to learn other web based systems (e.g. analytical tools such as Google analytics and email analytics), knowledge of Adobe design programs is an asset
- Committed to organizational mission of reducing hunger
- Bilingualism (English/French) is an asset

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**EXPERIENCE, EDUCATION & QUALIFICATIONS:**

- Completion of an undergraduate degree or equivalent in marketing, fundraising management, public relations, event management or communications
- Minimum 4 years of professional experience in development/fundraising for a not for profit or charitable organization, or marketing/events management position
- Minimum 2 years of experience with impact report writing
- Minimum 2 years of experience in event management
- Experience with managing donor and vendor relationships, activations, and the donor cycle
- Volunteer experience particularly in food banks and/or hunger reduction is an asset

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.

From time to time, Food Banks Canada may make changes to this job description. Reasons for such changes include, but are not limited to, changes in business processes and practices, technology changes, legal requirements, network feedback, or changes to organization structure and reporting relationships.