

## JOB DESCRIPTION

### DIRECTOR, PHILANTHROPY

**Reports to:** VP, Philanthropy

**Working Conditions:** Full-time, Monday-Friday, with occasional evening and weekend work. This position is remote and may be based anywhere in Canada. Occasional travel within Canada may be required.

#### POSITION SUMMARY:

The Director, Philanthropy leads the pursuit of transformational giving and drives strategic growth across Food Banks Canada's Major Gifts (\$10,000+) and Leadership Giving (\$1,000–\$9,999) portfolios. The Director, Philanthropy will focus on cultivating meaningful relationships through stewarding individual donors through the giving pipeline—aligning philanthropic opportunities with organizational priorities. They lead strategy development, donor engagement, and solicitation efforts to secure transformational gifts, while fostering a culture of philanthropy across the broader fundraising team.

The Director ensures donor experiences are personalized, strategic, and deeply impactful, contributing to the long-term sustainability of Food Banks Canada's mission. They personally manage a high-value portfolio expected to generate \$2–\$3M annually, while setting the overall development strategy and inspiring both staff and volunteers.

This role integrates donor opportunities with the priorities of Food Banks Canada and the national food banking network. They collaborate closely with the VP, Philanthropy to ensure alignment across fundraising initiatives and strategic counsel. The Director also manages relationships with external vendors and strategic fundraising consultants to optimize program delivery and donor engagement.

In every facet of their work, the Director builds the bridge between investment and impact—ensuring every donor, volunteer, and partner feels the transformative power of philanthropy.

#### KEY RESPONSIBILITIES

##### Major Gift Portfolio & Donor Engagement

- Manage a portfolio of high-capacity donors and prospects, with personal accountability for securing an initial \$2–\$3M and increasing contributions as the portfolio and program grow, through strategic cultivation, solicitation, and stewardship
- Collaborate with internal teams and senior leaders to translate organizational priorities into compelling donor opportunities
- Develop tailored proposals, impact reports, and recognition strategies that build donor trust and long-term loyalty
- Engage volunteers and community leaders to expand the donor base and mobilize networks
- Partner with the Manager, Leadership Giving and VP, Philanthropy to ensure a seamless donor pipeline from mid-level to major giving
- Ensure disciplined portfolio management, a healthy donor pipeline, and purposeful engagement across the giving continuum

##### Leadership Program Development & Growth

- Design and implement a structured leadership giving program that nurtures mid-level donors and prepares them for major gift engagement

- Collaborate with the Manager, Leadership Giving to develop donor journeys that reflect giving capacity, interests, and engagement history
- Identify opportunities to elevate donor experiences through personalized stewardship, recognition, and impact storytelling
- Integrate leadership giving strategies with broader fundraising initiatives to ensure alignment and maximize donor lifetime value
- Monitor program performance and donor progression, using data insights to refine approaches and enhance donor retention and growth

#### **Team Leadership & Performance Management**

- Lead, mentor, and motivate the Major Gifts team, fostering a collaborative, high-performing culture grounded in trust and accountability
- Provide strategic coaching to help staff focus on high-potential relationships and advance donor journeys
- Ensure systems, reporting, and training support consistent moves-management and portfolio growth
- Offer professional development opportunities and ongoing support to direct reports

#### **Business Planning & Financial Management**

- Translate Food Banks Canada's Strategic Plan and organizational priorities into actionable fundraising strategies with clear goals
- Collaborate closely with the VP, Philanthropy to align business planning, revenue forecasting, and strategic decision-making across the Major Gifts portfolio
- Contribute to annual budgeting and revenue forecasting for Major Gifts; monitor performance against targets and adjust strategies as needed
- Establish and report on clear performance indicators
- Ensure effective use of CRM systems (e.g., Mission CRM) to support data accuracy, portfolio management, and accountability
- Work closely with the Manager, Data, Systems, and Donor Services to leverage insights for targeted engagement and performance monitoring
- Collaborate with the Partnerships team to align fundraising strategies and maximize revenue across the Development portfolio
- Support the Finance team with audit-related requests as needed

---

### **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:**

- Acts as an ambassador and raises the profile of Food Banks Canada by attending networking events and building community relationships
- Utilizes strong interpersonal skills to resolve complex interpersonal issues and conflicts in the workplace
- Builds trust, negotiates effectively and influences others to further the organization's mission
- Identifies and creates opportunities to initiate new partnerships to facilitate the achievement of strategic goals
- Identifies ways to break down barriers in policies and process to enhance inclusivity in the workplace

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 strategic departmental goals that support Food Banks Canada's mission
- Ensures strategic goals are clear and roles, expectations and boundaries are communicated clearly
- Allocates and manages resources appropriately within functional area(s) to achieve desired results
- Creates systems and processes to measure performance within a team or functional area, proactively identifies when progress is falling short, and revises goals and plans as needed

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:**

- Facilitates large scale organizational change by adjusting departmental goals, priorities, and plans
- Make recommendations on changes to long-term plans and goals in response to opportunities or risks
- Develops strategies for implementing changes to ensure a smooth transition and buy-in from others
- Provides guidance to lead individuals, teams, and departments through large scale changes

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:**

- Creates and evaluates multiple strategies to determine the best way to move forward
- Solves complex problems by breaking them down into manageable steps and delegating effectively
- Demonstrates confidence and integrity in making difficult and significant decisions
- Identifies and mitigates risks to protect the organization's strategy, reputation, and financial position
- Develops organizational policies and processes 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:**

- Presents information and ideas with confidence and authority to establish credibility with the audience
- Presents complex information in a way that meets the needs and understanding of the intended audience
- Uses persuasion and negotiation to gain agreement
- Communicates sensitive and confidential information with diplomacy and discretion
- Acts as a spokesperson for areas of functional expertise

6. **Business Acumen:** *Demonstrates an understanding of business operations, considers business implications of decisions, ensures appropriate resource allocation, and evaluates business practices for efficiency and areas for improvement.*

**Behavioural Indicators:**

- Demonstrates a thorough understanding of Food Banks Canada's business operations and market trends impacting the organization
- Role models efficient and appropriate use of resources and demonstrates accountability for resource use in their functional area or department

- Uses sound business judgment to drive financial and operational decisions within their functional area to achieve strategic goals and improved outcomes
- Analyzes business data and assesses opportunities for creating additional value for internal and external shareholders

**7. Organizational Leadership:** *Sets strategic goals for self and others, develops processes and organizes resources to meet goals, and leads groups, individuals, and/or business functions to support Food Banks Canada's mission.*

**Behavioural Indicators:**

- Effectively manages a business unit or corporate function
- Understands the strengths and weaknesses of teams and individuals within the organization, and allocates resources effectively to reach desired outcomes
- Analyzes business processes to identify and address inefficiencies and streamline processes
- Exhibits a strategic thinking mindset in considering long-term opportunities and challenges in developing organizational plans
- Demonstrates understanding of roles and relationships within and outside the organization and utilizes that understanding to gain broad support for ideas
- Creates opportunities to strengthen culture within team and/or department

---

**KNOWLEDGE, SKILLS & ABILITIES:**

- Strong donor relations and customer service skills, and ability to work collaboratively with internal and external stakeholders
- Demonstrated planning, teamwork, and project management abilities
- Strong writing skills, with the ability to convey complex issues in simple, understandable messaging
- Excellent interpersonal, communication, and problem-solving skills
- Sound judgment, tact, and diplomacy are essential
- High degree of personal initiative and motivation
- Ability to work well with a diverse group of people.
- Strong project coordination and issue management skills and ability to effectively manage multiple projects, deadlines and priorities
- Strong financial literacy with experience developing and managing annual budgets
- Professional and self-confident with polished presence
- Strong computer skills including Microsoft Office and experience using a CRM database (ideally Mission CRM)
- Familiarity with the issues surrounding hunger and poverty is an asset
- Bilingualism (English/French) is an asset

---

**EXPERIENCE, EDUCATION & QUALIFICATIONS:**

- Completion of an undergraduate degree or equivalent
- Minimum 6 years of progressive fundraising experience with a proven track record of achievement and success in annual giving

- Demonstrated management/supervisory experience in a fundraising environment including the recruitment, management, and coaching of staff
- Experience with telemarketing and volunteer management
- Strong background in developing and executing complex appeal segmentation, manipulating and analyzing large datasets, and deriving insights from multiple streams of information
- Demonstrated experience developing and implementing strategies and plans resulting in increased revenue
- Experience working with foundations or other institutional donors
- Experience working in a team environment
- High proficiency with Mission CRM or equivalent donor relationship database
- A CFRE (Certified Fund Raising Executive) designation is considered 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.