



Environmental Defenders Office

Philanthropy Operations & Insights Manager– Position Description

EDO relies on our people to use their skills and experience to provide the best possible support to our clients and other staff. While this job description aims to outline the fundamental reason the role exists, the role may evolve as EDO evolves.

If you see a way to play to your strengths in a way that achieves EDO outcomes, please don't be limited to this list. We have important work to do and need everyone to be operating at their best.

Job title: Philanthropy Operations & Insights Manager

Reporting to: Head of Development - Fundraising, Marketing and Communications Team

Purpose of the position

The Philanthropy Operations & Insights Manager is part of EDO's Philanthropy team within Fundraising, Marketing and Communications. Through philanthropy we raise sustainable income to support the unlimited potential of EDO. We connect donors with the power of the law, and together we meet the most urgent challenges of our time by defending nature, climate and communities.

Reporting to the Head of Development and supporting the work of the philanthropy team, this role contributes to meeting EDO's income targets through providing timely, accurate and strategic operations support for the philanthropy team.

Key responsibilities & duties

The duties of the Philanthropy Operations & Insights Manager include but are not limited to:

- Own and optimise the philanthropy CRM (currently Salesforce) and systems, ensuring data integrity, usability and alignment with fundraising strategy.
- Oversee accurate gift processing and data management with strong quality control and system integrity.
- Develop and embed scalable fundraising systems and processes for donor lifecycle management, including segmentation, moves management and pipeline tracking.
- Lead automation and workflow improvements to increase efficiency, reduce manual handling and enable scale.
- Deliver dashboards, reporting and forecasting to track income, pipeline health and performance against targets.
- Generate insights to inform strategy and optimise campaigns, appeals and donor journeys.
- Manage and refine the grants and reporting schedule, coordinating workflows, sign-offs and deadlines across teams.
- Identify and implement improvements to enable scale, efficiency and stronger donor outcomes.
- Maintain database relationship management processes, to plan, track and report on donor segments.
- Support the delivery of events (in person and online).
- Assist in the delivery of Philanthropy Appeals and the Annual Giving Program.
- Contribute to prospecting strategy through data analysis and identification of high-value opportunities, including trusts and foundations. Identify and implement continuous improvements to systems, processes and team capability to drive efficiency and stronger donor outcomes.

All staff have a responsibility to:

- Develop and maintain a good knowledge of EDO's role and policies
- Represent EDO in a positive and effective manner by actively demonstrating EDO Values.
- Attend, and contribute actively and constructively at staff meetings

- Maintain appropriate records, assist with office administration, such as files, computer and precedent systems
- Seek opportunities for personal and professional development, particularly related to the team and position's specific areas of responsibility
- Respond to requests by clients and fellow staff in a knowledgeable, professional, constructive and respectful manner
- Provide accurate and timely data and information for reporting, fundraising and communications purposes.

Commitment to EDO's values

Commitment

- We are committed to; a united organisation, to each other, to collaboration, to justice, to our communities and to creating a world where nature thrives.
 - We are committed to providing excellent legal services and resources, informed by the best available science, in order to empower clients and communities.
 - We are committed to improving our planet and society.
 - We care for EDO's clients and stakeholders.
 - We are fearless in the face of adversity, and care for each other as we face this adversity.
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- Diversity
 - We are respectful of and welcome diversity of staff, volunteers, offices, environmental regions, communities, stakeholders.
 - We respect First Nations Peoples' knowledge and experience, and work with them to protect their country and culture.
 - We acknowledge that the law has not always been just.
 - We dedicate ourselves to understanding the diversity of our people and culture.
 - We welcome and respect our own differences and learn from them, and collaborate to achieve our greatest potential.
 - We are great lawyers and great people, with open hearts and open minds.
 - We respect the different places our stakeholders come from and strive to help them, even if their worldviews don't align completely with ours.
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- Integrity
 - We work effectively, efficiently, strategically, professionally and ethically; "justice is in our nature".
 - We are truthful with ourselves and others.
 - We are nonpartisan and inspire trust in our clients, stakeholders and government.
 - We respect the world's resources and make maximum productive use of the resources entrusted to us.
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- Vision
 - We lead change and environmental empowerment using innovation, creativity, and courage.
 - We expand the boundaries with creativity and skill, pioneering new legal pathways to a healthier, safer world and inspiring others.
 - We are inquisitive, curious and persistent: exploring new ideas and embracing change.
 - We boldly challenge the status quo while providing solutions to our most pressing challenges.