

Role Description

Philanthropy Manager



Cluster	Creative Industries, Tourism, Hospitality and Sport
Agency	Sydney Opera House
Division/Branch/Unit	Strategic Engagement – Philanthropy
Location	Sydney CBD
Classification/Grade/Band	Grade 4, Level 2
OSCA Code	511112
PCAT Code	2119192
Role Number	W02914R02704
Date of Approval	March 2026
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

The Philanthropy Manager advances the Opera House's Philanthropy program by cultivating, soliciting and stewarding major gifts, building strong, authentic relationships that drive long-term engagement and advocacy. The role leads the strategic growth of the major gifts portfolio through prospect identification, tailored donor journeys and cross-team collaboration to meet revenue targets, and support the Opera House's goal to be future ready.

KEY ACCOUNTABILITIES

- In collaboration with the Head of Philanthropy, manage a portfolio of major donors and prospects, developing and executing customised cultivation, solicitation, and stewardship plans that deepen engagement and maximise gift revenue.
- Prepare compelling proposals, donor briefings, and gift documentation that align donor interests with Opera House priorities.
- Identify and qualify new major gift prospects, using research insights and existing networks to strengthen and grow the pipeline.
- Maintain high quality donor data using the Tessitura database and extract relevant data to drive donor insights and strategy.
- Work closely and collaboratively with Philanthropy Manager (annual giving and next gen donors) to ensure major gift activity fits within the broader Philanthropy strategy.
- Work closely with internal teams (Marketing, Programming, Production, etc.) to create and deliver exceptional donor experiences and report on donor-funded projects.
- Oversee stewardship for donor portfolio, ensuring reporting is timely and compelling and donor satisfaction remains high.
- Maintain financial and data integrity, monitoring income forecasting, donor tracking, and reporting.

KEY CHALLENGES

- Balancing high-touch donor engagement with strategic portfolio management, ensuring tailored relationship work is delivered while meeting ambitious revenue targets.
- Working in a multifaceted team executing an ambitious fundraising strategy whilst consistently delivering work that is of high-quality, on-time, and demonstrates attention to detail and insight.
- Managing complex donor expectations and bespoke needs, requiring excellent judgement, emotional intelligence, and the ability to navigate nuanced conversations with professionalism and discretion.
- Collaborating across multiple divisions to secure information needed to cultivate major donors, while maintaining alignment with organisational strategy and operational constraints.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Head of Philanthropy	To receive overall direction about current priorities for duties and operations; to anticipate and respond to requests for information or assistance; to provide updates on issues affecting allocated tasks and projects; to escalate issues as appropriate; and to report on progress against work plans.
Philanthropy Manager	To work collaboratively to ensure overall philanthropy strategy is delivered.
Private Funding Team (including other Philanthropy team members and Corporate Partnerships team)	To collaborate on shared funding objectives, align donor and partner strategies, and ensure coordinated, transparent approaches to engagement that maximise private funding outcomes for the Opera House.
Sydney Opera House Business Units	To coordinate and ensure a collegiate and integrated approach to Philanthropy operations across the Opera House.
External	
Current and prospective donors, external stakeholders	To provide professional, astute, and welcoming interactions with donors, prospective donors, and external stakeholders

ROLE DIMENSIONS

Decision Making

- The Philanthropy Manager has autonomy and makes decisions that are under their control while referring to the Head of Philanthropy those decisions that require significant change to agreed outcomes or timeframes or that are likely to escalate.
- The role is expected to exercise judgement and decision making consistent with relevant internal policies and procedures.
- The role receives guidance and direction from the Head of Philanthropy on overall work activities and projects. On a day-to-day basis, the role co-ordinates with the other Philanthropy team members on duties and operations and allocated tasks and projects. The roles receives support from the Philanthropy Associate.

Reporting Line

Head of Philanthropy

Direct Reports

N/A

ESSENTIAL REQUIREMENTS

- Tertiary qualification in a relevant discipline, with a minimum of 4–5 years' experience in roles of comparable responsibility.
- Proven track record of securing major gifts and managing portfolios of high-value donors using best-practice cultivation, solicitation and stewardship strategies.
- Exceptional relationship-building skills, with high emotional intelligence, professionalism and the ability to build trust with senior stakeholders and donors.
- Strong strategic and analytical capability, including the ability to interpret donor data, use a CRM effectively (preferably Tessitura), identify opportunities and prioritise prospects.
- Excellent written and verbal communication skills, with the confidence to engage, influence and inspire a diverse range of supporters.
- Experience working collaboratively across teams and managing complex projects in fast-paced, high-pressure environments.
- High ethical standards, sound judgement and discretion, and respect for donor confidentiality and privacy.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	- Represent your organisation in an honest, ethical and professional way and encourage others to do so - Act professionally and support a culture of integrity - Identify and explain ethical issues and set an example for others to follow - Promote a workplace culture that values high ethical standards and behaviour - Act to prevent and report misconduct and inappropriate behaviour - Put strategies in place to manage and monitor conflicts of interest - Ensure that others are aware of and understand the legislation and policy framework within which they operate
Relationships Communicate Effectively	Adept	Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		- Clearly explain complex ideas and arguments to individuals and groups - Create opportunities for others to contribute - Share information with other teams and business units to enable informed decision-making - Write clearly and concisely in a range of styles and formats - Use contemporary communication channels to share information, engage and interact with diverse audiences - Pay attention and encourage others to express their views
Relationships Commit to Customer Service	Adept	- Take responsibility for delivering high-quality customer-focused services - Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements - Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience - Use customer data, feedback and insights to improve service delivery - Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers - Maintain relationships with key customers in your area of expertise - Connect and collaborate with relevant customers from the community
Results Deliver Results	Adept	- Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes - Ensure staff understand expected goals and acknowledge staff success in achieving these - Identify the resources people need and ensure goals are achieved within budget and on time - Use business data to evaluate outcomes and inform continuous improvement - Identify priorities that need to change and ensure the way resources are allocated meets new business needs - Ensure you budget for and clearly state the financial impacts of new priorities
Results Demonstrate Accountability	Intermediate	- Be proactive in taking responsibility and being accountable for your actions - Identify and follow work practices - Be aware of risks and act on them or raise them with your supervisor as appropriate - Make sure you and others always follow safe work practices - Use financial and other resources responsibly - Seek feedback from stakeholder groups to enable culturally informed feedback
Business Enablers Technology	Intermediate	- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks - Use available technology to improve individual performance and effectiveness - Use records, information and knowledge management systems effectively

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Adept	• Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate
		• Understand all components of the project management process, including the need for change management to achieve business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult with stakeholders, including people with lived experience to inform the project strategy • Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take steps to address any problems • Evaluate progress and identify improvements to inform future projects