

Terms of Reference
Position: Donor Relations Officer
Reporting to: Head of Partnerships and Resource Mobilization
Location: Amman
Direct Supervisor: Partnerships and Resource Mobilization Manager
<p>Core Duties and Responsibilities</p> <p>1. <u>Donor Relationship Management</u></p> <ul style="list-style-type: none"> • Serve as the primary point of contact for a portfolio of Individual and member donors, ensuring timely, professional, and personalized communication to build trust and long-term partnerships. • Develop and implement engagement strategies tailored to donor preferences and motivations, including personalized updates, thank-you notes, and impact reports. • Plan and coordinate donor appreciation events to showcase the impact of contributions and strengthen relationships. <p>2. <u>Oversight and Compliance</u></p> <ul style="list-style-type: none"> • Develop, review, and maintain legal agreements with donors, ensuring alignment with organizational policies and legal standards. • Maintain accurate records of agreements and donor communications to support compliance, audits, and reporting requirements. <p>3. <u>Donor Engagement Programs and Insights</u></p> <ul style="list-style-type: none"> • Analyze donor data using management software (CRM) to identify trends and optimize engagement strategies. • Design programs for both members and non-member donors that recognize their contributions and deepen their commitment to the organization. • Conduct surveys to gather feedback and refine engagement strategies based on donor insights. <p>4. <u>Reporting and Collaboration</u></p> <ul style="list-style-type: none"> • Prepare regular reports on donor engagement metrics to inform internal stakeholders and guide strategic planning. • Collaborate with the team to align donor relations activities with campaign goals and organizational priorities.



5. Additional Contributions:

- Support other activities within the Partnerships and Resource Mobilization Unit as needed.

Qualifications and Experience:

- Bachelor's degree in Business Administration or a related field.
- A minimum of 3 years of management experience.
- Proficiency in Arabic and English (written and spoken).
- Advanced computer skills.
- Strong communication and interpersonal skills.
- Creativity and innovation.
- Time management skills.
- Familiarity with presentation tools and techniques.
- Reporting skills.