



AGA KHAN FOUNDATION  
CANADA

## Terms of Reference

### Relationship Manager Lead, Fundraiser Engagement (Volunteer Opportunity)

*Location: Remote*

#### **RELATIONSHIP MANAGER LEAD, FUNDRAISER ENGAGEMENT**

*Are you a global citizen who is passionate about international development and inspiring Canadians to make an impact? Are you looking for a way to contribute your unique talents to end global poverty? Do you want to inspire and support other change-makers to make an impact?*

### About AKFC and World Partnership Walk

Aga Khan Foundation Canada (AKFC) is an international development organization and registered charity. AKFC partners with communities, businesses, and governments to find innovative, lasting solutions to global challenges. Working in Africa and Asia, we invest in local institutions and systems that anchor progress over the long term. In Canada, AKFC mobilizes funding and expertise, and promotes awareness of global issues. Learn more at [akfc.ca](http://akfc.ca)

World Partnership Walk (WPW) is Canada's largest campaign to fight global poverty. An initiative of Aga Khan Foundation Canada, funds raised by the Walk support programs that help millions of people in Africa and Asia to lift themselves out of poverty and build better futures. Since its inception over 30 years ago, World Partnership Walk has raised over \$100 million, attracting tens of thousands of supporters across Canada.

### Position Summary

The Relationship Manager Lead, Fundraiser Engagement partners with the National Fundraiser Engagement Director to manage the Touchpoint Program and track progress nationally. This position works closely with Relationship Managers to guide and coach them on effective ways to engage their assigned fundraisers. The Lead is responsible for tracking progress made on a national level to ensure Relationship Managers are engaging WPW supporters and achieving fundraising goals.

### Responsibilities

- Help recruit and onboard touchpoint volunteer Relationship Managers
- Coach Relationship Managers on best practices to effectively engage and inspire WPW fundraisers
- Respond to volunteer queries related to touchpoints
- Review and share touchpoint resources (including scripts)
- Monitor and track touchpoints on touchpoint tracking tools and dashboards
- Lead regular meetings and discussions with Relationship Managers to drive engagement and fundraising outcomes
- Attend National WPW volunteer calls as needed



## Knowledge and Skills

- Experience as a terrific people manager, leading, inspiring and motivating staff and/or volunteers
- Excellent communications and relationship management skills across various audiences
- Ability to manage a virtual team of volunteers
- Keen attention to detail and process oriented
- Excellent computer skills specifically with Google Drive, Google Sheets, and Excel
- Understanding and commitment to the work of AKFC

## Time Commitment

The time commitment is an average of 4-6 hours per week from March - October 2023 (busiest during peak campaign times from March-June).

## Apply

Qualified applicants should submit a cover letter and resume via email to [volunteer.national@worldpartnershipwalk.com](mailto:volunteer.national@worldpartnershipwalk.com) indicating “Relationship Manager, Lead FE” in the subject line.

***Deadline for submissions: Friday March 24, 2023***

*Only shortlisted candidates will be contacted. Applications will be reviewed on an ongoing basis.*

*AKFC is committed to advancing gender equality and inclusion through our programming and operations in Canada and overseas. AKFC requires all volunteers to review and abide by the [AKFC Gender Equality Policy](#).*

*AKFC recognizes the importance of [safeguarding](#) and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, volunteers, other associates and the organization as a whole are kept safe from harm.*

*AKFC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.*