



MANAGER, FUNDHOLDER ENGAGEMENT AND DEVELOPMENT

JOB POSTING

Are you a seasoned engagement and development manager who'd be energized by a new growth strategy and by delivering exemplary stewardship to our fundholders? Do you want to help us build a more community-centred city? Join our team and play a key role in helping to build a more just and thriving Toronto.

ABOUT TORONTO FOUNDATION

Toronto Foundation (TF) is a registered charity and one of 208 Community Foundations in Canada. We are home to over 1,000 community-minded philanthropists and charitable organizations and collectively administer over \$500 million in charitable assets. Together with our fundholders, we granted over \$26.7 million in 2024 to organizations working to improve the quality of life in Toronto. We are committed to listening, learning, and working in partnership with communities and invite you to join us in tackling the inequities we face in our city.

We are an ideal match if you seek purpose in your work and want to contribute to a values-driven team with a strong culture of teamwork and collaboration.

WHO WE ARE LOOKING FOR

The Manager, Fundholder Engagement & Development is a key member of Toronto Foundation's management team and a growth-focused leader within the Fundholder Engagement (FHE) department. Reporting to the VP, Strategy & Impact, this role designs and delivers strategies to deepen relationships and grow the philanthropic investments of our 1000+ fundholders and legacy donors as well as charitable investment partners.

Through exceptional stewardship and team leadership, the Manager ensures every fundholder experience reflects Toronto Foundation's values: brave, thoughtful action, humility in our relationships, public trust and inclusion above all. This role balances growth targets with service excellence, innovation, and staff development.

ABOUT THE ROLE

Your success in this role will be reflected in your ability to thrive in a dynamic and service excellence focused role and collaborate with team members to build relationships with and across stakeholder groups.

Fundholder Growth and Development

- Lead the design and execution of a multi-year growth and stewardship plan that contributes 25% of TF's overall five-year growth goal.
- Increase the number and scale of charitable investment partners and deepen existing relationships.
- Grow overall giving and legacy commitments among current and new fundholders.
- Cultivate peer-to-peer referrals and ambassador relationships among fundholders.
- Partner with the Director of Philanthropy to align new business and stewardship pipelines.

Fundholder Engagement

- Personally steward a portfolio of approximately 250 fundholders, modeling exceptional donor care that is personal, responsive, and relationship focused.
- Lead the FHE team in delivering proactive engagement opportunities that foster social connection among fundholders and across the charitable sector.
- Ensure compliance with all fund agreements and oversee estate planning and legacy gift administration.
- Design and implement a refreshed stewardship strategy for charitable fundholders and investment partners.
- Troubleshoot complex fundholder issues with empathy and professionalism.
- Oversee fundholder-facing platforms (e.g. Salesforce, Donor Central, CanadaHelps), ensuring systems are optimized.

Team and Organizational Leadership

- Manage, coach, and develop a small team, including goal-setting, performance reviews, and professional development planning.
- Drive Objectives and Key Results (OKR) development and tracking for the FHE team; contribute to organization-wide strategy implementation.
- Represent fundholder perspectives on the management team and in cross-departmental initiatives.
- Collaborate with:
 - **Community Initiatives** – to integrate granting insights and best practices.
 - **Philanthropy** – to ensure smooth onboarding of new fundholders.
 - **Finance** – to align on fund policies, digital platforms and problem-solving.
 - **Communications & Engagement** – to co-create fundholder communications, events, and campaigns.
- Represent TF at sector gatherings (e.g., CFC, CAGP, AFP), positioning the Foundation as a thought leader in donor stewardship and community philanthropy.

OTHER DUTIES

- Participate in cross-organizational projects and events; occasional evenings/weekends required.
- Seek and pursue new opportunities aligned with TF's growth and engagement strategy.
- Demonstrate commitment to equity, diversity, inclusion, and accessibility in all aspects of the work.

PROFESSIONAL DEVELOPMENT

- Attend relevant workshops, conferences and training sessions, and participate in peer opportunities to ensure up-to-date knowledge relevant to best practices for donor stewardship.
- Maintain current knowledge of relevant tax, estate and gift planning information.

REQUIRED QUALIFICATIONS

- Relevant post-secondary education or equivalent experience.
- Minimum of eight years related experience.

SKILLS AND ATTRIBUTES

- Proven track record in relationship building leading to high levels of service excellence and donor satisfaction.
- Ability to work effectively with a broad range of stakeholders reflecting the diversity of our city.
- Ideally would have experience with major gifts and estate planning and administration.
- Ability to manage confidential, sensitive material with discretion.
- Strong communication skills, both written and verbal.
- Highly organized with strong project management skills and attention to detail.
- Results-oriented with the ability to interpret and effectively manage multiple and competing priorities, timelines and deadlines.
- Strong management, delegation, planning and leadership skills.
- Operates with honesty and integrity with a genuine desire to make valuable contributions to the team and organization.
- Proven team player who builds and maintains strong working relationships and fosters team-based learning.
- Works well independently and in a team environment.
- Excellent proficiency in the Microsoft Office Suite, especially Word and Excel and a CRM system such as Salesforce.

WHAT WE OFFER

Meaningful and highly impactful work: join a small but mighty team that is passionate about creating a more fair and just society where everyone can thrive.

Inclusive culture: Toronto Foundation is committed to being an inclusive and equitable employer, and to continuously listening and learning from staff. Your unique perspectives, talents and experiences are embraced and respected.

Opportunities for growth: Toronto Foundation is committed to supporting the professional development and growth of our staff, we offer ongoing group and individual learning opportunities, including a LinkedIn Learning membership.

Full time employment with an excellent benefits package that includes:

- 35-hour work week
- Hybrid workplace
- 3 weeks of vacation per year
- Summer Fridays off between Canada Day and Labour Day
- RRSP matching
- Family health plan
- Salary range between \$74,500 p.a. to \$88,000 p.a.

We believe the greatest ideas come from a diverse mix of minds, backgrounds and experiences, and are committed to cultivating an inclusive work environment. Toronto Foundation actively seeks a diverse applicant pool and encourages candidates of all backgrounds to apply, especially those from marginalized communities.

Toronto Foundation is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA). As such, we strive to make our recruitment, assessment and selection processes as accessible as possible and provide accommodations as required for applicants with disabilities.

SUBMISSION DETAILS

In lieu of a standard cover letter, please respond to the following question in less than 500 words: **What 2-3 work experiences have contributed most to your evolution as an engagement and development expert?**

You may submit your response to the above question along with your resume in confidence to resumes@torontofoundation.ca and include the position title and your name in the subject line of the email (e.g. Manager, Fundholder Engagement and Development, First Name Last Name).

Please ensure both documents are attached in a single PDF file.

Applications will be assessed on a rolling basis and the posting will close on **November 17, 2025, 11:59pmET**.

Applicants must be eligible to work in Canada at the time of application. We thank all applicants for their interest in Toronto Foundation. However, due to the high volume of applications we receive, only those considered for an interview or those invited to participate in an assessment will be contacted.