

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2025-18

POSITION TITLE: Manager, Development & Marketing	
DEPARTMENT: Philanthropy and Communications	STATUS: Regular Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: VP, Philanthropy and Communications	SALARY RANGE: \$67,520- \$75,960
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group Community Services (TNGCS) is an anti-poverty social agency serving more than 47,000 low-income people across Toronto. With strong roots in settlement, social justice, community development, capacity building, and a responsive approach to community needs, we address the most pressing issues in our community: poverty, homelessness, mental health, unemployment, social isolation, substance use, conflict and violence, youth alienation, and the settlement of newcomers.

The Manager, Development and Marketing plays a key role in furthering our mission and operates with the lens of advancing diversity, equity, inclusion, and accessibility.

This position works out of 349 Ontario St, it is encouraged to work from other locations to build relationships and connect with programs.

MAJOR DUTIES:

- Deliver an annual giving program to inspire donors and drive financial contributions from existing and prospective donors. This includes utilizing strategies such as direct marketing campaigns, digital appeals, personalized direct mail, one-on-one outreach, video storytelling, and other creative touchpoints to effectively secure donations and support fundraising goals.
- Work closely with the department to develop and execute strategies to grow the annual and monthly portfolio and identify moves management opportunities to upgrade annual to mid-level donations (\$500 to \$999)
- Lead the delivery of special events such as the TNG Challenge, third-party/special events, corporate volunteerism and the internal United Way campaign.
- Develop stewardship tailored to monthly and one-time donors through prompt acknowledgement and receipting, thank you videos, calls, news updates, etc.
- Maintain accurate donor records in collaboration with the development team
- Collaborate with the communications team to deliver engaging, persuasive, and mission-aligned content for various fundraising campaigns, including digital, print, and in-person initiatives.
- Create tailored content for donor outreach, including emails, social media posts, newsletters, and event materials.
- Identify impactful stories, testimonials, and data to highlight the organization's work.
- Support website updates, social media channel content and other communications material updates.
- Supervise the Communications Officer, a unionized position. This involves supporting with daily tasks, coaching, work plan development, and evaluation.
- Participate as a member of TNGCS's management team.
- Act as a leader on the Development and Communications team.

REQUIREMENTS & QUALIFICATIONS:

- Post-secondary diploma/degree in Volunteer Management, Fundraising, Not-for-Profit Management, Business, Communications, and/or other related focus areas.
- Minimum three years of demonstrated success in a fundraising role within a comparable environment. Some supervisory experience is an asset.
- Proven expertise in executing comprehensive direct marketing program(s), including developing and delivering innovative digital and social media strategies and growing monthly/annual giving.
- Proven expertise in planning and executing successful events.
- Experience with donor database management systems and/or Customer Relationship Management software (CRM) with strong experience using data and reporting to drive recommendations and decision-making.
- Brings a passion for the mission and vision of TNGCS with a commitment to equity, diversity and inclusion.

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement

- Excellent interpersonal skills and the ability to seek out and foster relationships with individuals and organizations.
- Strong emotional intelligence skills and good judgment. Strong planning and organizational skills.
- Ability to manage multiple demands with tight timelines.
- Superior communication (written and verbal) and presentation skills.
- Strong computer skills and experience using MS Office, social media, and database management tools.
- Ability to communicate in French or another language representative of TNGCS clients is an asset.

WHAT WE OFFER:

- The opportunity to join a dynamic, supportive team with pathways to growth at one of Toronto's most significant social service agencies.
- Comprehensive extended health benefits, including a \$300 discretionary health benefit that can be used for health-related expenses such as gym memberships, exercise equipment, veterinary care/supplies for a household pet, athletic footwear/clothing, etc.
- Four weeks (20 days) vacation plus five float days per calendar year and accrual of 1.5 sick days each month to a maximum accrual of 90 days.
- 35-hour work week and comp time accrual for additional hours worked
- Access to Multi-Sector Pension Plan after 520 hours worked, with 3% employer/employee matched contributions
- Other benefits: parental leave top-up, access to professional development funds

To apply, submit your resume with "TNG2025-18" in the subject line of your email to: careers@tngcs.org