

JOB DESCRIPTION

Position	Donor Relationship Manager - RM
Work Location	Mumbai
Employment	Payroll

About ARMMAN

Founded in 2008, ARMMAN is a non-profit leveraging mobile health (m Health) technology to create scalable, cost-effective, equity-based and gender-transformative, non-linear, systemic solutions to reduce maternal and child mortality and morbidity in India. We work directly with pregnant women and mothers to improve their health seeking behaviour while building capacities of health workers at all levels to ensure efficient antenatal and childhood care, and timely diagnosis, management and referral of high-risk conditions during pregnancy and infancy.

We adopt a “tech plus touch” approach leveraging the deep mobile penetration in the country, along with existing health worker networks of the government and partner NGOs to improve health outcomes.

- Interventions implemented by ARMMAN have reached over 80M+ women and 554,592 health workers across 27 states to date
- ARMMAN has received several awards and honours including the Skoll Award for Social Entrepreneurship 2020 and MIT Elevate Prize 2021, as well as grants from Co-Impact, Google.org, USAID, and others.

Role Overview

We require a dedicated Donor Relationship Manager to ensure the timely and accurate submission of all programmatic and fund utilisation reports to existing CSR donors. Given the reporting commitments across monthly, quarterly, half-yearly, and annual cycles, a focused role is essential to maintain compliance, transparency, and donor confidence. This individual will act as a central coordination point between the Programme and Finance teams to ensure that project milestones, financial utilisation, and impact data are aligned and on track. By strengthening internal collaboration and streamlining reporting processes, the Donor Relationship Manager will help ensure 100% fund utilisation tracking and adherence to donor commitments. Beyond reporting, this role is strategic to donor retention and revenue growth. Timely communication, structured engagement, and data-backed reporting will contribute to donor satisfaction, build trust, and create opportunities for up selling and long-term partnerships.

Roles and Responsibilities

- Serve as the primary coordination point for day-to-day communication with existing CSR donors.
- Lead target achievements and budget utilization tracking on a monthly basis by coordinating closely with programme and finance teams
- Maintain consistent engagement with CSR donors through updates, calls, and meetings to strengthen relationships.
- Support renewal of partnerships by identifying upcoming funding cycles and engagement opportunities.

- Ensure donor expectations, commitments, and deliverables are clearly tracked and met on a monthly, quarterly, and annual basis.
- Coordinate donor visits, field exposure visits, and review meetings.
- Support the development of renewal proposals, concept notes, and grant applications by compiling relevant program information and organisational documents.
- Prepare and submit high-quality donor reports, including narrative updates, financial summaries, and impact data.
- Work closely with programme, monitoring & evaluation, and finance teams to collect relevant data and documentation.
- Develop donor review presentations, progress updates, and impact communication materials.
- Respond to donor queries and information requests in a timely and professional manner.
- Maintain accurate and up-to-date donor records, interactions, and opportunity pipelines (renewals) in the CRM platform (e.g., Zoho CRM).
- Track donor engagement history, reporting deadlines, renewal cycles, and funding commitments.
- Maintain and regularly update all organisational and donor due diligence and compliance documentation, ensuring records are readily available for reporting, audits, and partnership requirements/renewals.
- Maintain donor compliance documentation, grant agreements, and reporting requirements.
- Ensure documentation is organised and accessible for audits and donor assessments.
- Coordinate with programme teams to track project progress and impact indicators.
- Work with finance teams to monitor fund utilisation and collect financial documentation.
- Collaborate with communication teams to ensure donor visibility and branding requirements are fulfilled.
- Support leadership in preparing donor engagement strategies and review meetings.

Qualification & Skills

- Bachelor's/Master's degree in Social Work, Development Studies, Public Policy, Management, or related field.
- 5 years of experience in donor management, CSR partnerships, fundraising operations, or development sector partnerships.
- Proven track record of successful donor engagement.
- Strong proposal writing, communication, and presentation skills.
- Ability to build and maintain long-term relationships with diverse stakeholders.
- Strong organizational skills with attention to detail and timelines.
- Willingness to travel as required.

How To Apply

- Interested candidates please send the application with your updated resume to careers@armman.org
- Please use "Donor Relationship Manager - Mumbai" as the subject line for the application mail.