

## Position Description

### The Role

Title: Fundraising Coordinator

Purpose Statement:

Team: Communications and Engagement

Reports to: Philanthropy Manager

Staff Reporting to: NIL

Location: Melbourne

Employment Status: Full time, contract until 30 June 2023

### Key Functions:

- First point of contact for all in-bound fundraising and philanthropy enquiries, including management of the Team SANE inbox and 'real time' triage of in-bound communication across the Fundraising team.
- Responsible for timely and accurate processing of all online and offline donation transactions, including tax receipts and donor correspondence.
- Maintain up-to-date donor care procedures and workflows, including continuous improvement and mapping of key processes.
- Monitor recurring donor transactions for expired banking details or failed credit card payments etc, and conduct follow up to retain and renew donations.
- Monitor the donation webform and online payment gateway for any issues and trouble shoot with support of the Accounts Manager or IT Manager.
- Maintain a logical filing structure and archiving of the Team SANE inbox and donor care files on the Cloud (BOX).
- Coordination of SANE bi-annual fundraising appeals, including project scoping, copy development, lived experience and staff engagement, receipting and stewardship.
- Support the Philanthropy Manager in maintaining the register of Peer to Peer & Community Fundraising enquiries and agreements.
- Provide training and support for other SANE team members involved with donor care procedures, as required.

### Essential Requirements – Key Selection Criteria:

#### Skills & Expertise

- Demonstrated ability to coordinate fundraising appeals with responsibilities not limited to overall project management, lived experience and staff engagement, budget management, copywriting, web content, production and distribution of campaign collateral and reporting and evaluation
- Experience in support or administrative role within any fundraising team and/or similar industry
- Demonstrated experience using Salesforce CRM database to support fundraising activity
- Strong interpersonal skills to build relationships and professionally respond to queries from supporters and the general public
- Demonstrated ability to be a motivated self-starter, with a positive 'can do' attitude

#### Qualification and Experience

- Tertiary qualifications or experience in a related discipline with fundraising, marketing, or equivalent well regarded

- Experienced in donor management, managing CRM systems, reporting and analysis of data, writing for donor audiences, and understanding of best practice fundraising across mass fundraising channels (community fundraising, peer to peer and workplace giving)
- An ongoing commitment to professional development particularly in respect to areas of fundraising and philanthropy
- Demonstrated ability to work with a range of stakeholders including donors, service users and other external stakeholders

Other requirements for this role:

- **NIL**