



Make
it matter.

POSITION DESCRIPTION

Donor Services Assistant

Position Level	5
Faculty/Division	External Engagement
Position Number	ADMIN ONLY
Original document creation	September 2020

Position Summary

The portfolio of External Engagement has been created following a Taskforce 20/21+ review of opportunities to streamline our operations across both Faculties and Divisions. The new Division covers the following activities, separate to any activities relating to future student recruitment (which is coordinated via the Division of Academic and Student Life):

- Media, news and content
- Corporate marketing and communications
- Web transformation
- Events, venues and hospitality
- Fundraising
- Alumni engagement
- Government, community and diplomatic relations

Working within the Donor Services Team, the Donor Services Assistant is responsible for providing high quality gift services and administrative support, including gift processing, receipting and data processing.

The Donor Services Assistant reports to the Donor Services Officer and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Record domestic donations and donations to UNSW Controlled Entities in the US, UK and Hong Kong received via EFT, credit card, cheque and third-party giving platforms.
- Liaise with fundraising colleagues to confirm donor details and issue receipts on a timely basis using the Raiser's Edge Database.

- Process monthly recurring gift charges by direct debit and credit card for domestic and international donors.
- Manage the creation and distribution of end-of-financial-year receipts to donors domestically and in the US and UK.
- Process the fortnightly workplace giving gifts from staff and distribute to the nominated projects.
- Process gifts solicited by the Annual Giving Team during their telephone and online appeals and provide operational reconciliations to the AG Team.
- Record and change pledge schedules in the Raiser's Edge database per gift documentation.
- Prepare and send pledge reminders and tax invoices to donors for gifts and contributions as requested by development staff and maintain the invoice and pledge register.
- Prepare and send reminders of overdue pledges and invoices as requested by development staff, and liaise with central finance team to action write-offs as needed.
- Create new projects in the NS Financials system and in Raiser's Edge database and instruct the Faculty to open their recipient project.
- Transfer funding and close philanthropic projects as requested by the Donor Services Coordinator or Officer.
- Maintain a record of finalised donations and contributions in the RAMS record archiving system.
- Complete a monthly operational and banking reconciliation of philanthropic income for central finance audit and reporting.
- Provide other administrative support to the Donor Services Team as required.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualifications and/or an equivalent level of relevant work experience.
- Demonstrated experience in data processing; batching; banking and receipting of income.
- Evidence of well-developed administrative, problem-solving, record-keeping and computer skills
- Knowledge of Raiser's Edge Database or an equivalent relational database.
- Knowledge of the NS Financials system or similar accounting system.
- Ability to demonstrate excellent attention to detail while undertaking high volume data entry activities.
- Excellent communication skills including a proven ability to communicate effectively with people from diverse backgrounds at all levels of the organisation.
- Proven ability to prioritise tasks effectively, meet deadlines, operate within established parameters and consistently produce quality output in a dynamic environment with competing priorities and short deadlines.

- A demonstrated capacity and willingness to work as a member of a proactive team dedicated to the delivery of quality services to its client base.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.